

State of Florida
Department of Financial Services

Invitation to Negotiate (ITN)
Number: 1819-01 ITN TR
e-Payment Collection and Processing Services

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Table of Contents

SECTION 1. Introduction 5

1.1 Purpose 5

1.2 Solicitation Objective 5

1.3 Background 5

1.4 Questions Being Explored 6

1.5 Goals of the ITN..... 6

1.6 Term 7

1.7 Definitions 7

1.8 Special Accommodations..... 7

1.9 Procurement Officer..... 7

SECTION 2. ITN Process 8

2.1 Overview of the ITN 8

2.1.1 Solicitation Phase..... 8

2.1.1.1 Pre-Response Conference 8

2.1.1.2 Question and Answer Period 8

2.1.1.3 Submission of Responses..... 8

2.1.1.4 Public Response Opening..... 8

2.1.2 Evaluation Phase..... 9

2.1.2.1 Administrative Review 9

2.1.2.2 Technical Response Evaluation 9

2.1.3 Negotiation Phase 9

2.2 Timeline 9

2.3 ITN Addenda/Amendments to the ITN 10

2.4 Contract Formation..... 10

2.5 Disclosure of Response Contents..... 10

2.6 Withdrawal of Responses..... 10

ITN # 1819-01 ITN TR
e-Payment Collection and Processing Services

- 2.7 Clarification Process..... 10
- 2.8 Response Qualification and Cure Process 11
- 2.9 Information from Other Sources..... 11
- 2.10 Diversity..... 11
- SECTION 3. Response Instructions 11**
- 3.1 Instructions to Respondents..... 11
- 3.2 Who May Respond 12
- 3.3 How to Submit a Response..... 12
- 3.4 Contents of Response..... 12
- 3.5 Volume One: Response Qualification Documents 13
- 3.5.1 Cover Letter 13
- 3.5.2 Mandatory Criteria Certification (and any documentation required therein) 13
- 3.5.3 Financial Documentation 13
- 3.5.4 Business References 13
- 3.5.5 Description of Contract Disputes 14
- 3.6 Volume Two: Respondent’s Technical Response..... 14
- 3.6.1 Narrative on Experience and Ability 14
- 3.6.2 Respondent’s Proposed Solution 15
- 3.6.3 Value-Added Services..... 17
- 3.6.4 Exceptions 18
- 3.6.5 Bond..... 18
- 3.6.6 Security Audit 18
- 3.7 Volume Three: Price Response (Separately Sealed)..... 18
- 3.8 Confidential Response Materials and Redacted Submissions 18
- 3.8.1 Redacted Submissions 18
- 3.9 Additional Information 19
- SECTION 4. SELECTION METHODOLOGY..... 19**

ITN # 1819-01 ITN TR
e-Payment Collection and Processing Services

4.1	Mandatory Criteria	19
4.2	Evaluation Team.....	19
4.3	Evaluation Criteria.....	19
4.3.1	Response Qualification.....	19
4.3.2	Technical Response.....	20
4.3.3	Price Response	20
4.4	Negotiation Team.....	20
4.5	Negotiations.....	20
4.5.1	Negotiation Location and Attendance.....	21
4.5.2	Revised Responses and Best and Final Offers.....	21
4.5.3	Other Department Rights During Negotiations	21
4.6	Selection Criteria	22
SECTION 5. AWARD		22
5.1	Basis of Award	22
5.2	Award Preferences for Identical Evaluations of Responses.....	22
5.3	The Department’s Recommendation of Award	22
5.4	Chief Financial Officer’s Approval.....	23
5.5	Posting of Decision.....	23
5.6	MyFloridaMarketPlace (MFMP) Registration.....	23
5.7	Execution of Contract	23

Attachments

#	Name	Intentionally Omitted	Attached for Reference	To Be Completed and Returned
A	Standard Contract, including: Contract Signature Page; Attachment 1, Standard Terms and Conditions; Attachment 2, Statement of Work; Attachment 4, PUR 1000, General Contract Conditions (PUR 1000); Attachment 5, Agency Participation Agreement; Attachment 6, Local Government Participation Agreement; Addendum A, Public Records Requirements; Addendum B, Data Security Requirements;		✓	

	and Addendum D, Volumes, Equipment, and e-Payment Processing Options (Attachment 3 and Addendum C will come from the selected Respondent’s BAFO, as described below)			
B	Evaluator Score Sheets		✓	
C	Mandatory Criteria Certification			✓
D	Price Response Form			✓
E	Business Reference Form			✓
F	Award Preferences for Identical Evaluation of Responses Form		✓	

Note: Please refer to the Standard Contract’s Attachment 2, Statement of Work, for definitions of capitalized terms.

SECTION 1. INTRODUCTION

1.1 Purpose

Pursuant to section 215.322, Florida Statutes (F.S), the Department of Financial Services (Department), an agency of the state of Florida (State), seeks Responses to this Invitation to Negotiate (ITN) from qualified vendors interested in providing electronic payment (e-Payment) collection and processing services statewide. The solicitation will be administered through the Vendor Bid System (VBS), the State internet-based vendor information system at http://fcn.state.fl.us/owa_vbs/owa/vbs_main_menu. The submitted Response must comply with all of the terms and conditions described in this ITN.

1.2 Solicitation Objective

The Department intends to enter into a contract using Attachment A, Standard Contract, for e-Payment Collection and Processing Services, hereby incorporated by reference. The Department intends to make a single award, however the Department reserves the right to award to multiple Respondents (and, if awarded to multiple, will propose changes to the Standard Contract to address the multiple-Contractor setup), or to make no award, as determined to be in the best interest of the State. If more than one Contract is awarded, then the terms “Contract,” “Contractor,” “Response,” and “Respondent,” include the plural when applicable. The awarded Respondent will provide an e-Payment solution and design for e-Payment collection, processing, authorization, and settlement, as described in the Standard Contract’s Attachment 2, Statement of Work. The Contract will be made available to all State agencies and the State’s judicial branch and units of local government, as set forth in section 215.322, F.S.

1.3 Background

The State has offered e-Payment services for more than twenty (20) years. The number of governmental organizations accepting e-Payments for goods, services, and information has increased dramatically over the last twenty (20) years. A breakdown of the payment transaction volumes and amounts is shown in the Standard Contract’s Addendum D, Volumes, Equipment, and e-Payment Processing Options.

The Department currently provides a spectrum of e-Payment services through participation in a statewide e-Payment services contract which allows for the acceptance of Payment Cards and eChecks by Participants, in accordance with section 215.322, F.S. Currently, twenty (20) State agencies and ninety-five (95) other users

(including local governments) are utilizing the e-Payment services contract.

Participants need customized e-Payment Processing Options to accommodate the various Payment Channels provided to Customers to make e-Payments (for example, the batch process specifications listed in the Standard Contract's Attachment 2, Statement of Work, that are necessary for the Department of Revenue). This requires the Participant, Contractor, and Department to: 1) gather business and operational requirements; 2) develop e-Payment Processing Options that allow for passing real-time transactions, submission of end-of-day files (which include processed transaction details), submission of files between the Contractor and Participants (for customer billing data that permits payments to be made on account balances), and setup of recurring payments; 3) perform user acceptance testing; and 4) put the custom e-Payment Processing Options into production. A Participant may require more than one (1) e-Payment Processing Option (thus the number of e-Payment Processing Options that must be built will exceed the number of Participants).

The Department of Transportation

The Department of Transportation (DOT) relies on the most advanced equipment to collect tolls electronically from SunPass and TOLL-BY-PLATE customers. SunPass readers recognize vehicles equipped with a transponder and deduct the correct toll amount from the customer's prepaid account. SunPass and TOLL-BY-PLATE customers may make payments to the DOT online or by visiting a customer service center. The DOT currently utilizes proprietary roadside vehicle detection technology to classify and toll vehicles, utilizes back office and customer account management systems developed in-house to maintain accounts, and utilizes in-house staff to develop and support these technologies. The DOT utilizes a Centralized Customer Service System to process customer transactions and manage customer accounts.

In addition to accepting Payment Cards online and over the phone, SunPass has several partners to provide convenient cash payment services to customers through proprietary payment kiosks, retail cash registers, and other payment channels. SunPass does not currently accept eChecks, but reserves the right to accept eChecks in the future.

SunPass is classified as a Level 1 merchant, and maintains compliance with the PCI DSS. Cardholder data is accepted via card-present and card-not-present methods through SunPass web applications, SunPass mobile (iOS/Android) applications, IVR, live phone calls to customer service representatives in call centers, mail-in forms, or in-person service windows. Cardholder data is accepted for one-time payments but is also part of a SunPass pre-paid toll account. The SunPass software's technical architecture employs a service-based model using SOAP-based secure web services, thus any integration to a gateway must use this integration strategy. SunPass currently uses CyberSource as its gateway and a tokenization model for its storage of Payment Card data.

1.4 Questions Being Explored

Respondents are not to respond directly to these questions. The Department is seeking a solution (Solution) to the questions being explored in this section. The Department will use the information obtained through this ITN process to assist it in developing its Solution by exploring the following questions:

1. How can the e-Payments services be customized to ensure that the unique business processes of each Participant are accommodated?
2. What services can be offered to ensure that the transition from current applications is seamless?

1.5 Goals of the ITN

1. Allow the State to offer e-Payment services for the acceptance of Payment Cards and eChecks by State agencies, the judicial branch, and units of local government.

2. Improve the State e-Payments services to enable more accurate oversight of the activity that is occurring on a State level.
3. Enable standardization and automation of business processes and reduce operational complexity.
4. Improve the ability of Participants to make necessary programmatic and operational upgrades.
5. Establish operational procedures to ensure completion of future process improvement efforts.
6. Ensure the best value for the State.

1.6 Term

The initial term of the Contract, as defined below, will be five (5) years beginning on the date of execution, and the Contract may be renewed, in whole or in part, for up to five (5) years in accordance with section 287.057, F.S., and the Standard Contract's Contract Signature Page. Renewal will be made at the renewal pricing specified in the Contract.

1.7 Definitions

The Form PUR 1001, General Instructions to Respondents (PUR 1001), found in Rule 60A-1.002, Florida Administrative Code (F.A.C.), is hereby incorporated by reference, and can be accessed at http://dms.myflorida.com/business_operations/state_purchasing/documents_forms_references_resources/purchasing_forms. In addition to the definitions in the PUR 1001 and the definitions in the Standard Contract's Attachment 2, Statement of Work, and Attachment 4, PUR 1000, the following definitions also apply to this ITN:

Best and Final Offer (BAFO) – The offer received from the Respondent at the conclusion of negotiations.

Confidential Information – Any documents, data, or records that are confidential and not subject to disclosure pursuant to chapter 119, F.S., the Florida Constitution, or any other authority.

Contract – The agreement that results from this competitive procurement, if any, between the Department and the Respondent(s) identified as providing the best value to the State.

Contractor(s) – The Respondent(s) that will be awarded a Contract pursuant to this solicitation.

Response – A formal response to this ITN.

Respondent – An entity that submits a Response to this ITN.

1.8 Special Accommodations

Any person requiring a special accommodation due to a disability should contact the Department's Procurement Officer. Requests for accommodations for meetings must be made at least five (5) Business Days prior to the meeting.

1.9 Procurement Officer

Pursuant to section 287.057(23), F.S., and the PUR 1001, section 21, the Procurement Officer is the sole point of contact from the date of release of this ITN until 72-hours after the notice of intended award is posted. Violation of this provision may be grounds for rejecting a Response.

The Procurement Officer is:

Amy Jones
Deputy Purchasing Director
Department of Financial Services
Email: DFSpurchasing@myfloridacfo.com

Refer ALL inquiries in writing to the Procurement Officer by email. Responses to timely questions posed to the Procurement Officer will be posted on the VBS, at http://myflorida.com/apps/vbs/vbs_main_menu, in accordance with Section 2.1.1, Solicitation Phase, below.

The Department will not talk to any Respondents or their agents regarding a pending solicitation. Please note that questions will NOT be answered via telephone.

ALL EMAILS TO THE PROCUREMENT OFFICER MUST CONTAIN THE SOLICITATION NUMBER IN THE SUBJECT LINE OF THE EMAIL

SECTION 2. ITN PROCESS

2.1 Overview of the ITN

The ITN is a method of competitively soliciting a commodity or contractual service under chapter 287, F.S. The ITN process involves three (3) phases: Solicitation, Evaluation, and Negotiation.

2.1.1 Solicitation Phase

2.1.1.1 Pre-Response Conference

The Department will not hold a pre-Response conference.

2.1.1.2 Question and Answer Period

Respondents may submit written questions or requests for clarification regarding the terms, conditions, and requirements of the ITN and its attachments, and any processes described in those documents, to the Procurement Officer by email by the deadline listed in Section 2.2, Timeline, below. The Department will address all inquiries submitted by the deadline. If the Department makes changes based on questions received, the Department will issue an addendum to the ITN that reflects the changes made.

Questions do not constitute a formal protest of the specifications or of the solicitation.

Responses to all written inquiries, and clarifications or addenda to the ITN, will be made through the VBS.

Each submission must have the ITN number in the subject line of the email. Questions must be submitted in the following format to be considered:

Question #	Respondent	ITN Section	ITN Page #	Question

2.1.1.3 Submission of Responses

Once the Department posts the answers to the questions, Respondents may begin submitting Responses as indicated in Section 3.3, How to Submit a Response; however, Respondents are encouraged to submit their Responses no earlier than five (5) days prior to the submission deadline. Respondents' must submit Responses by the deadline listed in Section 2.2, Timeline, below.

2.1.1.4 Public Response Opening

The Department will open the Responses in a public meeting at the date, time, and location noted in Section 2.2, Timeline. The Procurement Officer will review the entire Response to ensure that all required volumes were timely submitted. Prices will not be read aloud at the Response opening.

2.1.2 Evaluation Phase

2.1.2.1 Administrative Review

All Responses will be reviewed by the Procurement Officer to determine whether Responses submitted are complete and whether the Responses meet the minimum mandatory criteria listed in Attachment C, Mandatory Criteria Certification. (Regarding the cure process, see Section 2.8, Response Qualification and Cure Process.) Complete Responses that meet the minimum mandatory criteria will be sent to the evaluation team for its qualitative review.

2.1.2.2 Technical Response Evaluation

All Responses reviewed by the Procurement Officer pursuant to the criteria in Section 2.1.2.1, Administrative Review, and determined to be responsive will be evaluated according to the evaluation criteria set forth in Attachment B, Evaluator Score Sheet, and set forth in this ITN. The Responses will be scored individually and the points for price will be added to the evaluation team scores by the Procurement Officer to establish a competitive range of Responses reasonably susceptible of award (Competitive Range). The Department may then select one or more Respondents within the Competitive Range with which to commence negotiations (concurrently or sequentially), or may reject all Responses.

2.1.3 Negotiation Phase

The Department will establish a negotiation team to conduct the negotiations and make an award recommendation after determining which Respondent presents the best value in accordance with Section 4.6, Selection Criteria. The Department will then post its Notice of Intent to Award on the VBS.

2.2 Timeline

The following schedule will be strictly adhered to in all actions relative to this solicitation. The Department reserves the right to adjust this schedule and will notify participants in the solicitation by posting an addendum on VBS. It is the responsibility of the Respondent to check VBS on a regular basis for such updates.

Timeline	Event Time Eastern Time (ET)	Event Date
ITN posted on the VBS.	N/A	11/05/2018
Deadline to submit questions to Procurement Officer.	5:00 PM ET	11/20/2018
Anticipated date to post answers to Respondents' questions on VBS.	N/A	12/06/2018
Deadline to submit Responses and all required documents to the Department.	3:00 PM ET	12/20/2018
Public Response opening. Amy Jones, 200 E. Gaines Street, Tallahassee, FL, Larson Building Room 116	3:15 PM ET	12/20/2018
Public meeting for negotiation team to discuss recommended award. 200 E. Gaines Street, Tallahassee, FL, Larson Building Room 116	TBD	TBD
<u>Anticipated</u> date to post Notice of Intent to Award on VBS.	TBD	TBD

2.3 ITN Addenda/Amendments to the ITN

The Department reserves the right to modify this ITN by issuing addenda and/or amendments. All changes to the ITN will be made through addenda or amendments posted on the VBS. It is the responsibility of the Respondent to check for any changes on the VBS.

2.4 Contract Formation

The Department may enter into a Contract with each Respondent awarded pursuant to Section 5, Award. The Contract will consist of the documents contained in Attachment A, Standard Contract, along with relevant portions of the BAFO and Price Response submitted by the awarded Respondent. See Attachment A, Standard Contract, and its attachments for more details on final contract formation.

In accordance with Section 3.6.4., Exceptions, the Respondent must notify the Department of any exceptions to the Standard Contract's attachments, other than Attachment 2, Statement of Work, in its Response. Certain terms and conditions of the Standard Contract's Attachment 2, Statement of Work, may be negotiated during negotiation sessions. The Respondent must submit an updated Statement of Work that reflects the negotiated changes, or otherwise reduce the result of the negotiations to writing, and attach it to its BAFO. No additional documents submitted by a Respondent will be incorporated into the Contract unless specifically identified and accepted by the Department before Contract execution.

The Respondent must bring any perceived inconsistencies among any of the provisions of the ITN and its attachments to the attention of the Department prior to the submission of its Response. At any time during the solicitation, the Department may specifically identify and incorporate by reference any additional documents which are to be incorporated into the Contract. The Contract will be posted on the Internet on the Florida Accountability Contract Tracking System (FACTS) in accordance with section 215.985, F.S., the Transparency Florida Act.

2.5 Disclosure of Response Contents

All documentation submitted to the Department during this ITN will become the exclusive property of the Department and will not be returned to the Respondent. Documents received by the Department, including Responses, may be disclosed pursuant to a public records request, subject to any confidentiality claims and the timeframes identified in section 119.071(1)(b), F.S.

2.6 Withdrawal of Responses

The Respondent may modify its Response at any time prior to the submittal deadline (indicated in Section 2.2, Timeline) by submitting a request to the Procurement Officer. A submitted Response may be withdrawn from consideration by the Department if the Respondent submits a signed, written request for withdrawal to the Procurement Officer within 72-hours after the deadline for Response submittal.

2.7 Clarification Process

The Department may request clarification from the Respondent for resolving ambiguities or questioning information presented in its Response. Clarifications may be requested throughout the solicitation process. The Respondent's answers to requested clarifications must be in writing and must address only the information requested, unless the clarification is requested during a negotiation session and the Department allows the Respondent to provide it verbally during the session or during a follow-up session. The Respondent's answers to requested clarifications must be submitted to the Department within the time specified by the Department in the requested clarification.

2.8 Response Qualification and Cure Process

In the interest of maximizing competition, the Response qualification and cure process seeks to minimize, if not eliminate, Respondent disqualifications resulting from nonmaterial, curable deficiencies in the Response. During the Administrative Review portion of the evaluation, if the Department determines that a nonmaterial, curable deficiency in the Response will result in the disqualification of a Respondent, the Department may notify the Respondent of the deficiency and a timeframe within which to provide the information. This process is at the sole discretion of the Department; therefore, the Respondent is advised to ensure that its Response is compliant with the ITN at the time of submittal.

2.9 Information from Other Sources

The Department reserves the right to seek information from outside sources regarding the Respondent and the Respondent's offerings, capabilities, references, and performance, if the Department determines that such information is pertinent to the ITN. The Department may consider such information throughout the solicitation process including, but not limited to, determining whether the award is ultimately in the best interest of the State. This may include, but is not limited to, the Department engaging consultants, subject matter experts, and others to ensure that the Department has a complete understanding of the information provided pursuant to the solicitation.

2.10 Diversity

The Department is dedicated to fostering the continued development and economic growth of minority-, veteran-, and woman-owned small businesses. Participation of a diverse group of Respondents doing business with the State is central to the Department's effort. To this end, minority-, veteran-, and woman-owned small business enterprises are encouraged to participate in the State's procurement process as both prime contractors and subcontractors.

SECTION 3. RESPONSE INSTRUCTIONS

3.1 Instructions to Respondents

This section contains the General Instructions (PUR 1001) and Special Instructions to Respondents. The PUR 1001 can be accessed at http://dms.myflorida.com/business_operations/state_purchasing/documents_forms_references_resources/purchasing_forms.

The following sections of the PUR 1001 are inapplicable:

Section 3. Electronic Submission of Responses

Responses must be submitted in accordance with Section 3.4, How to Submit a Response, of this solicitation.

Section 5. Questions

Questions must be submitted in accordance with Section 2.1.1.2, Question and Answer Period, of this solicitation.

The Special Instructions are in the remaining sections of this Section 3. In accordance with Rule 60A-1.002, F.A.C., in the event any conflict exists between the Special Instructions and General Instructions, the Special Instructions will prevail.

3.2 Who May Respond

The Department will evaluate Responses from responsive and responsible Respondents that meet the requirements of Attachment C, Mandatory Criteria Certification, and provide the mandatory documentation listed in the Mandatory Criteria Certification and elsewhere in this solicitation.

3.3 How to Submit a Response

The Respondent must submit:

- One (1) original version of each volume of the Response.
 - The Respondent must include the originals of any documents required to be signed as part of the Response. The Respondent must label the cover and spine of the volumes “Original – Volume _____, Binder _____ of _____,” and include the Respondent’s name and the ITN number.
- Two (2) copies of Volume One (Response Qualification Documents) and Volume Two (Technical Response).
 - The Respondent must include an exact copy of the original Response. The Respondent must label the cover and spine of the volumes “Copy # _____, Volume #_____, Binder_____ of _____,” and include the Respondent’s name and the ITN number.
- One (1) copy of Volume Three: Price Response.
- One (1) CD-ROM or flash drive with the completed Price Response in the Excel spreadsheet provided by the Procurement Officer.
- Five (5) CD-ROMs or flash drives with a scanned copy of Volume One and Volume Two, with files larger than 1.8 gigabytes scanned as navigable, separate .pdf files.
- One (1) scanned copy of the entire Response on a CD-ROM or flash drive, with files larger than 1.8 gigabytes scanned as navigable, separate .pdf files.
- One (1) REDACTED scanned copy of the Response, to include one (1) Confidential Information index, if applicable (see Section 3.8), on a CD-ROM or flash drive. The Respondent must ensure that any metadata has been removed from the files in the redacted copy.

Note: The Respondent may use an alternate method of binding other than a binder and include separate tabs or other methods of separation for Volumes One and Two of the Response in lieu of separate binders, but Volume Three must still be delivered as a separately sealed and labeled document.

Respondents must deliver the Responses in sealed packages to the Department of Financial Services at 200 East Gaines Street, Larson Building, Room 146 - Office of Purchasing and Contractual Services, Tallahassee, Florida 32399-0347 by the deadline listed in Section 2.2, Timeline. The Respondent must clearly label the outside of the sealed packages with the ITN number and Respondent’s name.

RESPONSES RECEIVED AFTER THE EXACT TIME SPECIFIED IN SECTION 2.2, TIMELINE, WILL NOT BE CONSIDERED.

3.4 Contents of Response

It is a mandatory requirement of this ITN that the Response contain all of the documents listed below. The Respondent must organize each Response submittal contents as follows:

Volume One: Response Qualification Documents

- Cover Letter
- Attachment C, Mandatory Criteria Certification (and any documentation required therein)

- Financial Documentation
- Attachment E, Completed Business Reference Forms
- Description of Contract Disputes

Volume Two: Technical Response

- Narrative on Experience and Ability
- Respondent’s Proposed Solution
- Value-Added Services
- Exceptions
- Bond
- Security Audit

Volume Three: Price Response

- Attachment D, Price Response Form (Separately Sealed)

3.5 Volume One: Response Qualification Documents

3.5.1 Cover Letter

The Respondent must provide a cover letter on the Respondent’s letterhead with the following information:

- Name and principal place of business of the Respondent
- Primary location where the work will be performed

3.5.2 Mandatory Criteria Certification (and any documentation required therein)

The Respondent must complete and submit Attachment C, Mandatory Criteria Certification. The Respondent must complete the form by checking “Yes” or “No” next to each question, unless otherwise indicated in the question, and signing the bottom. Completion of this form is mandatory. The Respondent must meet the qualifications identified in Attachment C in order to be considered for award. If criteria listed specifies that it must be validated with supporting documentation, the Respondent must provide the supporting documentation with Attachment C. The Department will not evaluate a Response from a Respondent who answers “No” to any of the criteria or fails to provide the required supporting documentation (unless the failure to provide the documentation is determined to be curable in accordance with Section 2.8, Response Qualification and Cure Process). Failure to meet mandatory requirements will cause rejection of the Response or, if material misrepresentations are discovered after award, termination of the Contract.

3.5.3 Financial Documentation

The Respondent must submit its most recent three (3) years of independently audited financial statements as evidence the Respondent has sufficient financial resources and stability to provide the services sought. The financial information will not become part of the Contract.

3.5.4 Business References

The Respondent must have at least three (3) clients complete Attachment E, Business References Form, and must include the completed references in its Response. The references must be from clients to whom the Respondent:

- 1) currently provides services (similar in scope and complexity as those solicited herein); or
- 2) has provided services (similar in scope and complexity as those solicited herein) within the five (5) years preceding the date this ITN was posted.

3.5.5 Description of Contract Disputes

The Respondent must identify all contract disputes the Respondent (including its affiliates, subcontractors, agents, etc.) has had with any customer(s) within the last ten (10) years related to contracts under which Respondent provided(s) commodities and/or services in the United States on an organizational or enterprise level that may impact or has impacted the Respondent's ability to provide the services described in this solicitation. The term "contract disputes" means any circumstance involving the performance or non-performance of a contractual obligation that resulted in any of the following actions:

- Identification by the contract customer that Respondent was in default or breach of a duty or performance under the contract;
- An issuance of a notice of default or breach;
- The institution of any judicial or quasi-judicial action against Respondent as a result of the alleged default or defect in performance; or
- The assessment of any fines or direct, consequential or liquidated damages under such contracts.

For each dispute, Respondent must list the following information:

- Identify the contract to which the dispute related;
- Explain what the dispute related to; and
- Explain whether and how the dispute was resolved.

If there are no such contract disputes, the Respondent must submit a statement confirming this fact under this title in its Response.

3.6 Volume Two: Respondent's Technical Response

The Respondent must provide the following information to be evaluated according to the methodology listed in Section 4, Selection Methodology:

3.6.1 Narrative on Experience and Ability

The narrative on experience and ability must include:

- Description of prior experience in e-Payment collection and processing services similar in transaction volume and scope and ability to provide this or similar services;
- Description of any qualities or resources the Respondent possesses that are pertinent to the services sought and set it apart in the industry;
- Organizational chart (ensure that the organizational chart shows where in the organization's hierarchy the Key Personnel - required to be named by the next bullet - are); and
- Identification of Key Personnel, including the names, titles, experience, and qualifications of the personnel primarily responsible for the implementation and daily activities associated with the Contract (including the person who will serve as the Contract Manager if the Respondent is awarded the Contract), along with a description of the functions and responsibilities of each key person relative to the task to be performed.
 - Note the minimum requirements for the Project Transition Teams and designated support services personnel outlined in Section 5.1. of the Standard Contract's Attachment 2, Statement of Work, and ensure that the Key Personnel identified include all staff who would comprise these teams.

3.6.2 Respondent's Proposed Solution

The Respondent must fully describe its plan for carrying out the services requested in the Standard Contract's Attachment 2, Statement of Work (referred to as the "SOW" in this Section). The Respondent's proposed Solution must, at a minimum:

- Be detailed and include design specifications.
- Describe the Respondent's proposed approach to the Project (i.e., the initial transition of Participants to the Core Platforms) outlined in Section 5.1, Initial Participant Transition (i.e., the Project), of the SOW. This must include, but should not be limited to:
 - The Project Management Plan structure required by the greyed-out, bracketed language in Section 5.1, Initial Participant Transition (i.e., the Project), of the SOW.
 - An indication of whether the Participants' existing POS equipment is compatible with the proposed Solution or whether it will be upgraded with minimal impact to the Participants.
 - An indication of whether the Respondent has the ability to transfer up to one (1) year of the Participants' historical data to the Core Platforms.
- Describe the Respondent's proposed approach to providing the daily services outlined in Section 6, Daily Services, of the SOW. This must include, but should not be limited to:
 - The days the Respondent proposes as Processing Days, as required by the greyed-out, bracketed language in Section 2.37, Processing Day, of the SOW.
 - The services the Respondent proposes to enable Participants to accept e-Payments in the form of eChecks and American Express, Discover, MasterCard, and Visa brand Payment Cards (see Section 6.1, Payment Types, of the SOW).
 - A proposed method for the collection of convenience fees (see Section 6.1.a.i, Convenience Fees, of the SOW), including:
 - A description of absorbed and managed convenience fee options.
 - The method by which the Respondent will notify the Department and Participants of changes affecting collection of convenience fees in accordance with Section 6.1.a.ii, Convenience Fees Laws, Rules, and Regulations, of the SOW.
 - A proposed method for the processing of eChecks (see Section 6.1.b, eChecks, of the SOW).
 - A description of the proposed e-Payment Processing Options, as required by the greyed-out, bracketed language in Section 6.2, e-Payment Processing Options, of the SOW. This must include, but should not be limited to:
 - Details on the Core Platforms that will support the e-Payment Processing Options, including:
 - The list of Subcontractors required by the greyed-out, bracketed language in Section 2.8, Core Platform, of the SOW.
 - An explanation of the Core Platforms' ability to scale to the Department's and Participants' needs.
 - An indication of whether (and if so, how) the Respondent will comply with the twenty-six (26) month notification requirement outlined in Section 4, Core Platforms, of the SOW.
 - A description of the proposed Gateway – Fully Hosted, Gateway – Partially Hosted, and Gateway – Non-Hosted (see Section 6.2.a, Online Payments, of the SOW).
 - A description of the Respondent's proposed POS equipment and software (see Section 6.2.b, POS, of the SOW). This must include, but should not be limited to:

- An indication of the ability to accept and process both card-present and card-not-present transactions.
 - An approach to maintenance of the POS equipment and software.
 - A description of the Respondent's proposed IVR system (see Section 6.2.c, IVR, of the SOW).
 - A description of the Respondent's proposed method for processing daily batch file transfers (see Section 6.2.d, Batch File Transfer, of the SOW).
- A description of the Respondent's proposed web portal (see Section 6.3, Web Portal, of the SOW).
- A description of the Respondent's proposed methods for payment authorization, error checking, and fraud prevention (see Section 6.4, Payment Authorization and Fraud Prevention, of the SOW).
- An indication of whether the Respondent is capable of settling all authorized payments directly into the Participants' Depository Accounts (see Section 6.5, Payment Settlement and Deposit, of the SOW).
- A description of the Respondent's proposed settlement reconciliation process (see Section 6.6, Payment Card Settlement Reconciliation, of the SOW). Note: The Department currently receives a separate reconciliation file for American Express settlements from American Express.
- A description of the Respondent's services for eCheck returns and Payment Card chargebacks, refunds, and adjustments (see Section 6.7, eCheck Returns and Payment Card Chargebacks, Refunds, and Adjustments, of the SOW). Note: Participants currently experience high volumes of returns due to invalid bank account numbers and ACH blocks.
- Describe the Respondent's proposed approach to providing the reporting and query tools outlined in Section 7, Reporting and Query Requirements, of the SOW. This must include:
 - Description of proposed on-demand reporting and query options, including an overview of the tools, examples of file layout and formats, and examples of analyses (see Section 7.1, On-Demand Reporting, of the SOW).
 - Description of the proposed quarterly, semi-annual, and annual reports (see Section 7.2, Quarterly, Semi-Annual, and Annual Reporting Requirements, of the SOW).
- Describe the Respondent's proposed approach to providing the support services, consultations, and training outlined in Section 8, Support Services, Consultations, and Participant Training, of the SOW. This must include:
 - Description of the proposed support services (see Section 8.1, Support Services, of the SOW), including:
 - Customer service representative staffing details.
 - Availability of emergency contacts and escalation procedures.
 - Response time to service requests.
 - Description of the proposed approach to providing product and service consultations (see Section 8.2, Product and Service Consultations, of the SOW).
 - Description of the proposed approach to providing Participant training (see Section 8.3, Participant Training, of the SOW).
- Describe the Respondent's approach to meeting the data and system requirements outlined in Section 9, Data and System Requirements, of the SOW. This must include:

- Indication of whether the Respondent has the ability to maintain an accuracy level of at least 99.9999% for all e-Payment transactions processed or submitted (see Section 9.1, Data Accuracy, of the SOW).
- Indication of whether the Respondent has the ability to process e-Payments twenty-four (24) hours a day, seven (7) days a week, other than during routine maintenance windows that are within the hours of 12:00 AM and 6:00 AM ET (see Section 9.2, Contractor Systems Availability and Maintenance, of the SOW).
- Indication of whether the Respondent has the ability to ensure that the latency for each transaction is less than or equal to five (5) seconds for 99.99% of transactions (see Section 9.2.a of the SOW)
- Indication of whether the proposed Core Platforms support separate Participant development and user acceptance test environments (see Section 9.3, Participant Project Testing Environment, of the SOW).
- Describe the Respondent's approach to meeting the data security requirements outlined in Section 10, Data Security Requirements, of the SOW. This must include:
 - Proposed security protocols (see Section 10.1, Data Security, of the SOW).
 - Proposed approach to maintaining compliance with PCI DSS (see Section 10.1.a, PCI DSS Certification and Compliance, of the SOW).
 - Proposed approach to assisting Participants with maintaining PCI compliance (see Section 10.1.b, PCI Support Staff, of the SOW).
 - Proposed plan for ensuring security of the Core Platforms (see Section 10.3, Core Platforms Security and Breach, of the SOW).
 - Description of optional methods of protection (see Section 10.4, Optional Methods of Protection, of the SOW).
- Describe the Respondent's current disaster recovery plan that will be used as a basis for the plan required by Section 11, Disaster Recovery, of the SOW.
- Indicate whether the Respondent has the ability to invoice in accordance with Section 12.1, Invoicing and Compensation, of the SOW.
- Describe the Respondent's approach to screening personnel (i.e., what types of background screenings are performed for positions that will have access to sensitive information).

3.6.3 Value-Added Services

The Respondent may offer services other than those specifically outlined in this solicitation that it believes offer additional benefits (Value-Added Services). Although the Department has listed mandatory requirements and provided a Statement of Work, those are not intended to limit the Respondent's innovations or creativity in preparing a Response to accomplish these goals. Innovative ideas, new concepts, and partnership arrangements other than those presented in this ITN will be considered. For example, these might include unique business features (such as Mobile Applications), special services, offer costs or shared savings, discounts, or terms and conditions specific to each Respondent. If the Respondent is awarded the Contract and Value-Added Services are included in the Contract, then for any Value-Added Service for which no start date is established, the Department will provide the Contractor one hundred and eighty (180) Calendar Days' notice if such service listed in the Contract is selected for implementation. Information provided in this section will not be scored by the Evaluation Team.

Additionally, the Standard Contract's Attachment 2, Statement of Work, contains greyed-out, bracketed language in Sections 2.13, Processing Options, 6.1.a., Payments Cards, and 6.2.c., IVR, that the Respondent may choose to offer to the Department and Participants. The Respondent should specify any such services in its

Response, and the Standard Contract's Attachment 2, Statement of Work, will be modified to include those services the Department chooses to incorporate into the Contract.

3.6.4 Exceptions

The Respondent must fully describe any exceptions it has to the terms in the attachments that comprise Attachment A, Standard Contract.

3.6.5 Bond

The Respondent must submit a letter of commitment issued by a bonding company for the performance bond describe in Section 14.2.b, Performance Bond, of the Standard Contract's Attachment 2, Statement of Work.

3.6.6 Security Audit

The Respondent must submit its most recent security audit completed by a third party, which must have been completed in the last eighteen (18) months. The security audit must include an evaluation of the Respondent's systems management and security. The audit shall also provide information on the following:

- Security and PCI DSS being applied;
- List of Subcontractors responsible for security (not including independent contractors working for the Contractor solely in a staff augmentation role);
- Methods used to safeguard confidential data during collection, during transmission, and at rest (including authentication protocol);
- Data backup procedures and schedules; and
- Data archiving and retrieval procedures, including methods used to periodically test these procedures.

3.7 Volume Three: Price Response (Separately Sealed)

The Respondent must complete and return Attachment D, Price Response Form. The Price Response must be based on the assumption that the Standard Contract's Attachment 1, Standard Terms and Conditions, will apply in its entirety.

3.8 Confidential Response Materials and Redacted Submissions

In addition to the public records requirements of the PUR 1001, section 19, if the Respondent considers any portion of its Response to be Confidential Information or exempt from disclosure under chapter 119, F.S., or other authority (Public Records Law), then the Respondent must simultaneously provide the Department with an unredacted version of the materials and a separate redacted electronic copy of the materials the Respondent claims as Confidential Information or exempt from disclosure and briefly describe in writing the grounds for claiming exemption from the Public Records Law and state the specific statutory citation for such exemption.

The Respondent must mark the unredacted version of the document as "Unredacted Version – Contains Confidential Information" and place such information in an encrypted electronic form or a sealed separate envelope.

3.8.1 Redacted Submissions

If submitting a redacted version of its Response, the Respondent must mark the redacted electronic copy with the Respondent's name, Department's ITN name and number, and the words "Redacted Copy." The Redacted Copy should only redact those portions of material for which a Respondent can legally support a claim that the information is Confidential Information or exempt from disclosure pursuant to Public Records Law. An entire Response should not be redacted. An entire page or paragraph which contains Confidential Information or

exempt material should not be redacted unless the entire page or paragraph is wholly Confidential Information or exempt from Public Records Law. In the Redacted Copy, the Respondent must redact and maintain in confidence any materials the Department provides or seeks regarding security of a proposed technology system or information subject to sections 119.011(14), 119.071(1)(f), and 119.071(3), F.S.

In addition, the Respondent should submit a separate index listing the Confidential Information or exempt portions of its Response. The index should briefly describe in writing the grounds for claiming exemption from the Public Records Law, including the specific statutory citation for such exemption.

The Redacted Copy will be used to fulfill public records and other disclosure requests and will be posted on the FACTS website. In addition, the Department will follow the procedures identified in the Standard Contract's Addendum A, Public Records Requirements, if the Department receives a further request for Confidential Information or exempt material that has been clearly identified as such in writing by the Respondent.

By submitting a Response, the Respondent agrees to protect, defend, and indemnify the Department for any and all claims arising from or relating to the Respondent's determination that the redacted portions of its Response are Confidential Information or otherwise not subject to disclosure. If the Respondent fails to submit a Redacted Copy of its Response, the Department is authorized to produce the entire unredacted Response submitted to the Department in response to a public records request.

3.9 Additional Information

By submitting the Response, the Respondent certifies that it agrees to and satisfies all mandatory requirements specified in the ITN. At any time during the solicitation process, the Department may request, and the Respondent must provide, supporting information or documentation. Failure to supply supporting information or documentation as required and requested may result in disqualification or rejection of the Response.

SECTION 4. SELECTION METHODOLOGY

4.1 Mandatory Criteria

In the Administrative Review, the Procurement Officer will review Attachment C, Mandatory Criteria Certification, and make a determination of responsiveness. The Procurement Officer will also ensure that all documents that were labeled as "Mandatory" in this ITN have been submitted by the Respondent. Only those Responses that meet the mandatory criteria and contain all the mandatory documentation will be sent to the evaluation team for evaluation.

4.2 Evaluation Team

The Department's evaluation team will consist of at least three (3) persons who collectively have experience and knowledge in the program area and service requirements for the commodities or contractual services sought.

4.3 Evaluation Criteria

Each response will be evaluated as set forth in the remaining sections of this Section 4.3.

4.3.1 Response Qualification

The evaluation team members will independently evaluate portions of Volume One, Response Qualifications Documents, if the Evaluator Score Sheet requires the evaluation team to assign a point value to portions of Volume One.

4.3.2 Technical Response

Each evaluation team member will independently evaluate Volume Two, Respondent's Technical Response, against the evaluation criteria set forth in the Evaluator Score Sheet.

4.3.3 Price Response

The Procurement Officer will evaluate the Price Response. The Price Response must be submitted on the Excel spreadsheet provided by the Department. **Respondents must contact the Procurement Officer to request the Excel spreadsheet.** Price Responses for the initial Contract term will be awarded a maximum of 300 points. Price Responses for the renewal period will be awarded a maximum of 150 points. The scores for the Price Response will be a prorated portion of the points based on the formula below, which is based on two factors. First is the ratio of each Respondent's price versus the lowest proposed price. The second factor is based on each Respondent's technical score. A ratio is created based on the Respondent's technical score divided by the maximum available technical points. The ratios are then multiplied to calculate the total price score based on the following formula:

Initial term: $(\text{Lowest Respondent's Price} / \text{Respondent's Price}) \times (\text{Respondent's Technical Score} / \text{Maximum Technical Score}) \times (\text{Maximum Number of Points available}) = \text{Points Awarded for Price Response}$

Renewal term: $(\text{Lowest Respondent's Price} / \text{Respondent's Price}) \times (\text{Respondent's Technical Score} / \text{Maximum Technical Score}) \times (\text{Maximum Number of Points available}) = \text{Points Awarded for Price Response}$

4.4 Negotiation Team

The Department's negotiation team will consist of at least three (3) persons who collectively have experience and knowledge in negotiating contracts, contract procurement, and the program areas and services requirements for which commodities or contractual services are sought.

4.5 Negotiations

The selected Respondents will be invited to provide more detailed clarifications of their Responses, to provide interactive presentations of the Responses, and to enter into negotiations with the Department. Any information that the Respondent provides during negotiations constitutes an Interim Revised Response (IRR) and becomes part of the Respondent's Response. Failure to provide requested information may result in rejection of the Response.

Based on the clarifications, presentations, and negotiations, the Department will either award the Contract to the Respondent who provides the best value for the State or reject all Responses. The Department may at any time during the negotiations eliminate a Respondent from further consideration or stop negotiations with a Respondent. Additionally, the Department reserves the right to conclude negotiations at any time and proceed to Contract award.

The negotiation team may consider any information obtained during the Evaluation Phase but is not bound by evaluation team scoring. The negotiation team may reassess any of the evaluation determinations and may consider any additional information that comes to its attention during the negotiations.

This procurement will not result in an exclusive license to provide the services or products described in this ITN or the resulting Contract. The Department may, in compliance with applicable law, contract with other Respondents to provide the same or similar services.

Negotiations may include discussions of the terms, conditions, costs, statement of work, and related services to be provided by the Respondent. The negotiation team will not engage in scoring, but will arrive at its recommendation by discussion during a public meeting.

Respondents may be provided an opportunity to recommend enhanced value alternatives and provide information and options during negotiations. The Department reserves the right to negotiate different terms and related price adjustments if the Department determines that such changes would provide the best value to the State. The negotiation team may address each proposed alternative during negotiations but is under no obligation to accept a proposed alternative. If the negotiation team determines that a proposed alternative is not acceptable and the Respondent fails to offer another alternative that is acceptable to the negotiation team, the Respondent may be eliminated from further consideration or the negotiation team may stop negotiations with that Respondent.

4.5.1 Negotiation Location and Attendance

The Department will schedule negotiation sessions and distribute instructions and/or agendas in advance of each negotiation session. The negotiation sessions will be conducted in Tallahassee, Florida. The representatives for each Respondent (including a representative authorized to agree to Contract terms on behalf of the Respondent and Key Personnel relevant to the topic being discussed) must plan to be available in person, without interruptions, for the entirety of the Respondent's scheduled negotiation session(s) in Tallahassee, Florida. The Department reserves the right to require attendance at negotiation sessions by particular representatives of the Respondent.

4.5.2 Revised Responses and Best and Final Offers

During the Negotiation Phase, the Department may request clarification and revisions to Responses (including BAFOs and revised BAFOs) until it is satisfied that it has achieved the best value to the State.

4.5.3 Other Department Rights During Negotiations

The Department reserves the right at any time during the negotiation process to:

- Schedule additional negotiation sessions with any or all responsive Respondents.
- Require any or all responsive Respondents to provide additional, revised, or final Responses addressing specified topics.
- Require any or all responsive Respondents to provide a written BAFO.
- Require any or all responsive Respondents to address services, prices, or conditions offered by any other Respondent.
- Arrive at an agreement with any responsive Respondent, finalize principal Contract terms with such Respondent, and terminate negotiations with any or all other Respondents, regardless of the status of or scheduled negotiations with such other Respondents.
- Decline to conduct further negotiations with any Respondent.
- Re-open negotiations with any Respondent.
- Take any additional administrative steps the Department deems necessary in determining the final award, including additional fact-finding, evaluation, or negotiation where consistent with the terms of this ITN.
- Review and rely on relevant information contained in the Responses.
- Include subject matter experts or other interested persons in negotiations with vendors, vendor presentations, and meetings at which negotiation strategies are discussed.

4.6 Selection Criteria

Each Response will be evaluated against the selection criteria determined by the negotiation team, which may include the selection criteria below:

- The Respondent's articulation, innovation, and demonstrated ability of the proposed solution to meet the Department's Solution goals and the requirements of this ITN;
- Experience and skills of the Respondent's proposed staff relative to the proposed solution; and
- The Respondent's pricing and overall cost to the State.

Responsiveness may be assessed at any point in the selection process.

The Department will consider the total cost of the Contract, including renewal years, as submitted by the Respondent.

SECTION 5. AWARD

5.1 Basis of Award

A Contract may be awarded to the responsible and responsive Respondent whose Response is deemed to be the best value to the State, in consideration of price and selection criteria in this ITN. The Department reserves the right to award multiple contracts for all or for part of the work contemplated by this solicitation.

The Department reserves the right to accept or reject any or all offers, or separable portions, and to waive any minor irregularity, technicality, or omission if the Department determines that doing so will serve the best interest of the State. The Department has the right to use any or all ideas or adaptations of the ideas presented in any Response. Selection or rejection of a Response will not affect this right.

In submitting a Response, a Respondent agrees to be bound to the terms of the Standard Contract's Attachment 4, PUR 1000, (except as specified in Section 14.1 of the Standard Contract's Attachment 2, Statement of Work) and to negotiate the Standard Contract in good faith. Respondents must assume those terms will apply to the final contract, but the Department reserves the right to negotiate different terms and related cost adjustments if, during the Negotiation Phase, the Department determines that those different terms and related costs adjustments will provide the best value to the State. Respondents whose past performance, current status, or Response do not reflect the capability, integrity, or reliability to fully and in good faith perform the requirements of a contract may be rejected.

5.2 Award Preferences for Identical Evaluations of Responses

In the event that after negotiations are complete, there is a tie between two (2) or more of the negotiating Respondents, the Department will provide Attachment F, Award Preference for Identical Evaluation of Responses Form, to the Respondents with Responses that resulted in the tie. Based on those forms, the Department will give the award to a Respondent if it is a minority-owned (including woman-owned) or veteran-owned business. If more than one Respondent is entitled to this preference, the preference will be given to the Respondent that is the qualifying business of the smallest net worth, consistent with section 295.187(4)(b), F.S. If the award cannot be decided based on this preference, the Department will apply the criteria identified in sections 287.082, .087, and .092, F.S., in that order of precedence.

5.3 The Department's Recommendation of Award

The negotiation team will develop a recommendation as to the award(s) that will result in a Contract that is the best value for the State.

5.4 Chief Financial Officer's Approval

The Department's Chief Financial Officer, or his designee, will make the final determination as to which Respondent should be awarded the Contract based on the Recommendation of Award.

5.5 Posting of Decision

The Department will post a Notice of Intent to Award, stating its intent to enter into a Contract with the Respondent identified therein, on the VBS website (http://vbs.dms.state.fl.us/vbs/main_menu). If the Department decides to reject all Responses, it will post its notice on the same VBS website.

5.6 MyFloridaMarketPlace (MFMP) Registration

The awarded Respondent must have a current vendor registration in MFMP, at <https://vendor.myfloridamarketplace.com/>, prior to Contract execution.

The awarded Respondent will be required to pay the required transaction fees as specified in PUR 1000, section 14, unless an exemption has been requested and approved prior to the award of the Contract pursuant to Rule 60A-1.031, F.A.C.

5.7 Execution of Contract

The awarded Respondent must sign the Contract within thirty (30) calendar days of receipt of the Contract for execution, unless there is an automatic stay triggered by the filing of a formal protest. If a formal protest is timely filed, the time to sign the Contract will be tolled. The Department reserves the right to withdraw its Notice of Intent to Award if the Contract is not timely signed, if it determines that it is in the best interest of the State to do so. The Department also reserves the right to award to another Respondent that submits a BAFO if the Department does not receive a timely signed Contract from the awarded Respondent.

**DEPARTMENT OF FINANCIAL SERVICES
Standard Contract
1819-01 ITN TR**

Attachment A

*****Remainder of page left intentionally blank*****

DEPARTMENT OF FINANCIAL SERVICES

Contract Signature Page

Contract Title e-Payment Collection and Processing Services	P.O. No. or Solicitation No., if any 1819-01 ITN TR	Contract Number
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1. This Contract is entered into between the Department of Financial Services and the Contractor named below:

The Department of Financial Services, 200 East Gaines St., Tallahassee, FL 32399 (hereinafter called the "Department")

[Contractor's Name, address] (hereinafter called the "Contractor")

2. Contract to Begin: [insert date], or the date last signed below, whichever is later ("Effective Date") Date of Completion: Renewals:

3. Performance Bond, if any: Other Bonds, if any:

4. Total Value for Contract Term: Total Value of Renewal(s): Total Value of Contract Term Plus Renewal(s):

5. Department's Contract Manager		Contractor's Contract Manager	
Name:		Name:	
Address:		Address:	
Phone:		Phone:	

6. The parties agree to comply with the terms and conditions of the following attachments which are hereby incorporated by reference:

Attachment 1: Standard Terms and Conditions (Applicable to Competitively Procured Contracts)
Attachment 2: Statement of Work
Attachment 3: Price Response (from BAFO)
Attachment 4: PUR 1000
Attachment 5: Agency Participation Agreement
Attachment 6: Local Government Participation Agreement

7. The parties agree to comply with the terms and conditions of the following addenda which are hereby incorporated by reference:

Addendum A: Public Records Requirements
Addendum B: Data Security Requirements
Addendum C: Selected Portions of BAFO (other than the Price Response)
Addendum D: Volumes, Equipment, and e-Payment Processing Options

IN WITNESS WHEREOF, this Contract is being executed by the parties and will begin on the Effective Date.

8. **CONTRACTOR**

Contractor's Name (if other than individual, state whether corporation, partnership, etc.)

By (Authorized Signature)	Date Signed
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Printed Name and Title of Person Signing

9. Department of Financial Services **DEPARTMENT**

By (Authorized Signature)	Date Signed
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Printed Name and Title of Person Signing

DEPARTMENT OF FINANCIAL SERVICES
Standard Terms and Conditions
(Applicable to Competitively Procured Contracts)

ATTACHMENT 1

1. Entire Contract.

This Contract, including any Attachments and Addenda referred to herein and attached hereto, constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements, whether written or oral, with respect to such subject matter. Any preprinted contract terms and conditions included on the Contractor's forms or invoices will be null and void.

2. Contract Administration.

- a. Order of Precedence. If there are conflicting provisions among the documents that make up the Contract, the order of precedence for the documents is as follows:
- i) Attachment 2, Statement of Work
 - ii) Contract Signature Page
 - iii) Attachments other than Attachments 1, 2, 3, and 4, if any, in the numerical order designated in the Contract Signature Page
 - iv) Attachment 1, Standard Terms and Conditions
 - v) Attachment 3, Price Response
 - vi) Addendum A, Public Records Requirements
 - vii) Addendum B, Data Security Requirements
 - viii) Attachment 4, Form PUR 1000, General Contract Conditions (PUR 1000)
 - ix) Addenda other than Addenda A and B, if any, in the alphabetical order designated in the Contract Signature Page

Notwithstanding the foregoing, if there is any discrepancy between Attachment 2, Statement of Work, and any incorporated portions of the Contract that were provided by the Contractor, the terms most favorable to the Department will prevail. Dates or signatures on any attachments hereto do not serve to negate the order of precedence set forth above. The Contract Signature Page, along with all attachments and addenda thereto other than Addendum C, Selected Portions of the Contractor's BAFO, will be collectively referred to as the "Master Contract."

- b. Approvals. All written and verbal approvals referenced in this Contract must be obtained from the parties' Contract Managers as designated in the Contract Signature Page, or their designees, if designated in writing.
- c. Contract Managers. In the event that different Contract Managers are designated by the Department, the Contractor, or a Participant (or that the contact information for the designated Contract Manager changes) after execution of this Contract or a Participation Agreement, notice of the name and contact information of the new Contract Manager shall be submitted in writing to all affected parties within ten (10) days of the change, and maintained in the respective parties' Contract records. Designation of a new Contract Manager will not require a formal amendment to the Contract or Participation Agreement.
- d. Amendments. This Contract may be amended only by a written agreement between both parties.
- e. Definitions. The terms "Agency Participant," "Local Government Participant," "Participant," and "Participation Agreement" have the meanings set forth in Attachment 2, Statement of Work.

3. Contract Duration.

- a. Term. The term of the Contract shall begin and end on the dates indicated on the Contract Signature Page unless terminated earlier in accordance with the applicable terms and conditions.
- b. Renewals. Section 287.058(1)(g), Florida Statutes (F.S.), is hereby incorporated by reference and any renewals provided under the Contract must meet the requirements of this statute. If the Contract Signature Page indicates renewals are available, the Contract may be renewed for the timeframe(s) indicated in the Contract Signature Page.

4. Deliverables.

The Contractor agrees to render the services or other units of deliverables, which may be comprised of tasks or activities, as set forth in Attachment 2, Statement of Work. The services or other units of deliverables

specified shall be delivered in accordance with the schedule and at the pricing outlined in Attachment 2, Statement of Work, and Attachment 3, Price Response.

5. Performance Measures.

The Contractor warrants that: (1) the services will be performed by qualified personnel; (2) the services will be of the kind and quality described in Attachment 2, Statement of Work; (3) the services will be performed in a professional and workmanlike manner in accordance with industry standards and practices; (4) the services will not and do not infringe upon the intellectual property rights, or any other proprietary rights, of any third party; and (5) any person or entity, whether an agent or independent contractor, that performs work on the Contract for the Contractor (Contractor Representative) will comply with any security requirements and processes as provided by the Department, or provided by the Participant, for work done at the Department or other locations. The Department reserves the right to investigate or inspect at any time whether the services or qualifications offered by the Contractor meet the Contract requirements. Notwithstanding any provisions to the contrary, written acceptance of a particular deliverable/minimum requirement does not foreclose the Department's or Participants' remedies in the event those performance standards that cannot be readily measured at the time of delivery are not met.

6. Acceptance of Deliverables.

- a. Acceptance Process. All deliverables must be received and accepted in writing by the Department's or Participant's (whichever the services have been provided to) Contract Manager before payment, unless advanced payment or partial payment has been authorized in accordance with section 215.422, F.S. The Contract Manager will have fifteen (15) calendar days to inspect and approve the deliverables after receipt.
- b. Rejection of Deliverables. The Department and Participants reserve the right to reject deliverables outlined in Attachment 2, Statement of Work, as incomplete, inadequate, or unacceptable due in whole or in part to the Contractor's lack of satisfactory performance under the terms of this Contract or the applicable Participation Agreement. If the Department's or Participant's Contract Manager does not accept a deliverable within fifteen (15) days, the deliverable will be deemed rejected. Failure to fulfill the appropriate technical requirements or complete all tasks, duties, or activities as identified in Attachment 2, Statement of Work, will result in rejection of the deliverable and the associated invoice. The Department or Participant, at its option, may allow additional time within which the Contractor may remedy the objections noted by the Department or Participant before it issues a notice of default. If the Department's or Participant's Contract Manager allows additional time for the Contractor to correct a rejected deliverable, the Contractor shall work diligently to correct all deficiencies in the deliverable that remain outstanding within a reasonable time or, if a time certain is specified, within the additional time allotted. All work done to correct a rejected deliverable will be done at the Contractor's expense.
- c. Status Reports. If status reports are required as part of the Contract, the Contractor shall timely submit status reports showing each task, activity, and deliverable worked on; attesting to the level of services provided; listing the hours spent on each task, activity, or deliverable; and listing any upcoming tasks, activities, or deliverables.
- d. Completion Criteria and Date. The Contract will be considered complete once all of the deliverables under the Contract have been provided and accepted. The final date for completion of the Contract shall not exceed the Contract duration, including any executed renewals or extensions, or, where applicable, the expiration date of any purchase orders made from the Contract.

7. Financial Consequences for Nonperformance.

Withholding Payment. In addition to the specific financial consequences explained in Attachment 2, Statement of Work, the state of Florida (State) reserves the right to withhold payment when the Contractor has failed to perform or comply with the provisions of this Contract or any applicable Participation Agreement. These consequences for nonperformance shall not be considered penalties.

8. Dispute Resolution.

Any claim, counterclaim, or dispute between the Department (on its own behalf or on the behalf of a Participant) and the Contractor relating to this Contract will be resolved as set forth herein. For all claims, the party with the dispute shall submit an affidavit executed by that party's Contract Manager or his or her designee certifying that:

- i. The claim is made in good faith;
- ii. The claim accurately reflects the adjustments for performance; and
- iii. The supporting data provided with such an affidavit are current and complete to the Contract Manager's best knowledge and belief.

The Contractor is obligated to address any cost-related issues with the Department for which the Contractor believes the State is liable and address all costs of every type to which the Contractor is entitled from the occurrence of the claimed event. The Contractor cannot seek a claim under this Contract for an increase in payment.

- a. Informal Resolution Process. If the parties are unable to resolve any disputes after compliance with such processes, the parties shall meet with the Department's Chief Financial Officer (CFO), or designee, for the purpose of attempting to resolve such dispute without the need for formal legal proceedings, as follows:
 - i. The representatives of the Contractor and the Department shall meet as often as the parties reasonably deem necessary in order to gather and furnish to each other all information with respect to the matter at issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives shall discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.
 - ii. During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to this Contract will be honored in order that each of the parties may be fully advised of the other's position.
 - iii. The specific format for the discussions will be left to the discretion of the designated Department's and Contractor's representatives but may include the preparation of agreed upon statements of fact or written statements of position.
 - iv. Following the completion of this process, the CFO, or designee, shall issue a written opinion regarding the issue(s) in dispute. The opinion regarding the dispute will be considered the Department's final action.
- b. Continued Performance. Each party agrees to continue performing its obligations under this Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute with the Department over compensation will not be deemed to preclude performance) and without limiting either party's right to terminate this Contract for convenience or default.

9. Payment.

- a. Payment Process. Subject to the terms and conditions established in Attachment 2, Statement of Work, the pricing per deliverable established by the Attachment 3, Price Response, or Attachment 2, Statement of Work, and the billing procedures established by the Department, the Participant agrees to pay the Contractor for services rendered in accordance with section 215.422, F.S. To obtain the applicable interest rate, please refer to: <http://www.myfloridacfo.com/Division/AA/Vendors/default.htm>.
- b. Vendor Rights. A Vendor Ombudsman has been established within the Department. The duties of this individual include acting as an advocate for Contractors who may be experiencing problems in obtaining timely payment(s) from a state agency. The Vendor Ombudsman may be reached at (850) 413-5516.
- c. Taxes. The Department and Participant are exempted from payment of State sales and use taxes and Federal Excise Tax. The Contractor, however, will not be exempted from paying State sales and use taxes to the appropriate governmental agencies or for payment by the Contractor to suppliers for taxes on materials used to fulfill its contractual obligations with the Department. The Contractor shall not use the Department's exemption number in securing such materials. The Contractor shall be responsible and liable for the payment of all its FICA/Social Security and other taxes resulting from this Contract. The Contractor shall provide the Department its taxpayer identification number upon request.
- d. Interim Payments. Interim payments may be made by the Department or Participant at its discretion under extenuating circumstances if the completion of services and other units of deliverables to date have first been accepted in writing by the respective party's Contract Manager.

10. Insurance.

Attachment 1

- a. Required Coverage. At all times during the duration of the Contract, the Contractor, at its sole expense, and its subcontractors, if any, shall maintain insurance coverage of such types and with such terms and limits as may be reasonably associated with the Contract. The limits of coverage under each policy maintained by the Contractor will not be interpreted as limiting the Contractor's liability and obligations under the Contract and Participation Agreements. All insurance policies must either be through insurers licensed and authorized to write policies in the State or through a self-insurance program established and operating under the laws of the State. Unless specifically exempted in Attachment 2, Statement of Work, the following are the minimum insurance requirements applicable to this Contract:
 - i. Commercial General Liability Insurance.
By execution of this Contract, unless the Contractor is a state agency or subdivision as defined by section 768.28(2), F.S., the Contractor shall provide adequate commercial general liability insurance coverage and hold such liability insurance at all times during the Contract. The Department and Participants, and their employees and officers, must be named as an additional insured on any general liability policies.
 - ii. Workers' Compensation and Employer's Liability Coverage.
The Contractor shall provide workers' compensation, in accordance with chapter 440, F.S., and employer's liability insurance with minimum limits of \$100,000 per accident, \$100,000 per person, and \$500,000 policy aggregate. Such policies must cover all employees engaged in any Contract work.
 - iii. Other Insurance.
At all times during the duration of the Contract, the Contractor shall maintain any other insurance as required in Attachment 2, Statement of Work.
- b. Deductibles. The Department and Participants shall be exempt from, and in no way liable for, any sums of money representing a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the Contractor or subcontractor providing such insurance
- c. Verification of Insurance. Upon execution of the Contract, the Contractor shall provide to the Department written verification of the existence and amount for each type of applicable insurance coverage. Upon receipt of written request from the Department or a Local Government Participant, the Contractor shall furnish to the Department proof of applicable insurance coverage by standard form certificates of insurance.
- d. Failure to Maintain Coverage. In the event that any applicable coverage is cancelled by the insurer for any reason, the Contractor shall immediately notify the Department and Local Government Participants of such cancellation and shall obtain adequate replacement coverage conforming to the requirements herein and provide proof of such replacement coverage within fifteen (15) business days after the cancellation of coverage.

11. Termination.

- a. Contractor Obligations upon Notice of Termination. After receipt of a notice of termination or partial termination, and except as otherwise directed by the Department or Participant issuing the notice, the Contractor shall stop performing services on the date, and to the extent specified, in the notice. The Department may issue a notice of termination or partial termination with respect to the entire Contract. A Participant may only issue a notice of termination or partial termination with respect to its own Participation Agreement. The Contractor shall accept no further work or new services related to the affected deliverables, and shall, as soon as practicable, but in no event longer than thirty (30) calendar days after termination, terminate any orders and subcontracts related to the terminated deliverables and settle all outstanding liabilities and all claims arising out of such termination of orders and/or subcontracts, with the approval or ratification of the Department or Participant, as applicable, to the extent required, which approval or ratification shall be final for the purpose of this section. Within ninety (90) calendar days of termination, the Contractor shall submit a request for payment of completed services to the party to whom it provided the terminated services. Requests submitted later than ninety (90) calendar days after termination will not be honored and will be returned unpaid. All services for which the Department or Participant has paid prior to the termination date of this Contract shall be professionally serviced to conclusion in accordance with the requirements of the Contract. Should the Contractor fail to perform all services under the Contract, the Contractor shall be liable to

the Department for any fees or expenses that the Department and Participants may incur in securing a substitute provider to assume completion of those services.

- b. Contractor Obligations after Termination. If at any time the Contract is canceled, terminated, or expires, and a contract is subsequently executed with a provider other than the Contractor, the Contractor has the affirmative obligation to assist in the smooth transition of Contract services to the subsequent contractor in accordance with Exit Transition requirements in Section 31, below, and Attachment 2, Statement of Work, if expressed therein.
- c. Termination for Convenience. The Department may, in its sole discretion, terminate the Contract in whole or in part at any time by giving thirty (30) days' written notice to the Contractor. The Contractor will not be entitled to recover any cancellation charges or lost profits.

12. Notice of Default.

If the Contractor defaults in the performance of any covenant or obligation contained in the Contract or a Participation Agreement, including, without limitation, any of the events of default listed below, the Contractor will receive notice and an opportunity to cure that is reasonable under the circumstances. The Participant may provide such notice if the default is related to services provided to the Participant under its Participation Agreement. The Department may provide such notice for defaults related to individual Participation Agreements or to the Contract as a whole. The notice will state the nature of the failure to perform and provide a time certain for correcting the failure. The notice will also provide that the Department may terminate the Contract (or the Participant may terminate its Participation Agreement) effective as of the date of receipt of the default notice unless the Contractor cures the default within the specified cure period.

13. Events of Default.

Provided such failure is not the fault of the Department or a Participant, or outside the reasonable control of the Contractor, the following non-exclusive list of events, acts, or omissions, shall constitute events of default:

- a. The commitment of any material breach of this Contract or a Participation Agreement by the Contractor, including failure to timely deliver a deliverable, discontinuance of the performance of the work, failure to resume work that has been discontinued within a reasonable time after notice to do so, or abandonment of the Contract or a Participation Agreement;
- b. Failure to maintain adequate progress, thus endangering performance of the Contract or a Participation Agreement;
- c. Failure to honor any term of the Contract or a Participation Agreement;
- d. Failure to abide by any statutory, regulatory, or licensing requirement, including an entry of an order revoking the certificate of authority granted to the Contractor by the State or other licensing authority;
- e. Failure to pay any and all entities, individuals, and the like furnishing labor or materials, or failure to make payment to any other entities as required herein in connection with the Contract or a Participation Agreement;
- f. Employment of an unauthorized alien in the performance of the work, in violation of section 274A of the Immigration and Nationality Act, 8 U.S.C. section 1324a;
- g. One or more of the following circumstances, uncorrected for more than thirty (30) calendar days unless within the specified thirty (30) day period, the Contractor (including its receiver or trustee in bankruptcy) provides to the Department adequate assurances, reasonably acceptable to the Department, of its continuing ability and willingness to fulfill its obligations under the Contract and the Participation Agreements:
 - i) Entry of an order for relief under Title 11 of the United States Code;
 - ii) To the extent permitted by State law, the making by the Contractor of a general assignment for the benefit of creditors;
 - iii) The appointment of a general receiver or trustee in bankruptcy of the Contractor's business or property; or
 - iv) An action by the Contractor under any state insolvency or similar law for the purpose of its bankruptcy, reorganization, or liquidation;
- h. The commitment of an intentional material misrepresentation or omission in any materials provided to the Department;

- i. Failure to comply with the E-Verify requirements of this Contract; and
- j. Failure to or maintain the insurance required by this Contract.

14. Indemnification.

The following provision supplements Section 19, Indemnification, of Attachment 4, PUR 1000:

No provision in this Contract shall be construed to: 1) require the Department or a Participant to hold harmless or indemnify the Contractor; 2) require the Department or a Participant to insure or assume liability for the Contractor's negligence or the negligence of Contractor Representatives; 3) waive the Department's or a Participant's sovereign immunity under the laws of the State; or 4) otherwise impose liability on the Department or a Participant for which it would not otherwise be responsible. Any provision, implication, or suggestion to the contrary is null and void.

15. Limitation of Liability.

The Department's liability for any claim arising from this Contract is limited to compensatory damages no greater than \$100,000 or the sum of the unpaid balance of compensation due for goods or services rendered to the Department pursuant to and in compliance with the terms of the Contract, whichever is less. A Participant's liability for any claim arising from this Contract is limited to compensatory damages no greater than \$100,000 or the sum of the unpaid balance of compensation due for goods or services rendered to the Participant pursuant to and in compliance with the terms of the Participation Agreement, whichever is less.

16. Remedies.

Nothing in this Contract shall be construed to make the Contractor liable for force majeure events. Nothing in this Contract, including financial consequences for nonperformance, will limit the Department's or a Participant's right to pursue its remedies for other types of damages under the Contract, at law, or in equity. The Department or a Participant may, in addition to other remedies available at law or equity, and upon notice to the Contractor, retain such monies from amounts due to the Contractor as may be necessary to satisfy any claim for damages, penalties, costs, and the like asserted by or against it. The Department or an Agency Participant may set off any liability or other obligation of the Contractor or its affiliates to the Department or an Agency Participant against any payments due the Contractor under any contract with the State.

17. Waiver.

The delay or failure by the Department or a Participant to exercise or enforce any of its rights under this Contract will not constitute or be deemed a waiver of the Department's or Participant's right thereafter to enforce those rights, nor will any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

18. Record Retention.

Unless previously provided (whether in physical form or electronic form, or by way of access or ability to print or extract) to the Department (or, in the case of records relevant to a single Participant, to that Participant), the Contractor shall retain records demonstrating its compliance with the terms of the Contract five (5) years after the expiration of the Contract and all pending matters, or the period required by the General Records Schedules maintained by the Florida Department of State (available at: <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/>), whichever is longer. If the Contractor is required to comply with section 119.0701, F.S., then compliance with the retention of records in accordance with section 119.0701(2)(b)4., F.S., will fulfill the above stated requirement. If the Contractor's record retention requirements terminate prior to the requirements stated herein, the Contractor may meet the record retention requirements for this Contract by transferring its records to the Department (or, in the case of records relevant to a single Participant, to that Participant) at that time, and by destroying duplicate records in accordance with section 501.171(8), F.S., and, if applicable, section 119.0701, F.S. The Contractor shall adhere to established information destruction standards such as those established by the National Institute of Standards and Technology Special Publication 800-88, "Guidelines for Media Sanitization" (2014). See <http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf>.

19. Intellectual Property.

- a. In accordance with State law, the Contractor shall not assert any rights to: 1) intellectual property created or otherwise developed specifically for the Department or a Participant under this Contract or any prior agreement between the parties (which includes any deliverables); 2) intellectual property

furnished by the Department or a Participant; and 3) any data collected or created for the Department or a Participant. The Contractor shall perfect the transfer of any such property or data to the Department or applicable Participant(s) upon completion, termination, or cancellation of the Contract and prior to payment of the final invoice. Any data provided must be in a format designated by the Department or Participant receiving the data.

- b. If the Department, Participant, or State has authority to assert a right in any of the property or data, the Contractor shall assist, if necessary, in the assertion of such right.
- c. Proceeds derived from the sale, licensing, marketing, or other authorization related to any such Department-, Participant-, or State-controlled intellectual property rights shall belong to the Department, Participant, or State, unless otherwise specified by applicable State law.
- d. Notwithstanding the foregoing, and unless otherwise specified in Attachment 2, Statement of Work, the Contractor's intellectual property rights that preexist this Contract will remain with the Contractor.
- e. If the Contractor fails to provide, or no longer can provide, a deliverable or service under the Contract that contains or otherwise utilizes intellectual property controlled by the Contractor, the Contractor shall grant the Department and Participants a royalty-free, paid-up, nonexclusive, perpetual license to use, modify, reproduce, distribute, publish, or release to others such Contractor-controlled intellectual property solely for use in connection with the deliverables or services under the Contract and Participation Agreements.

20. Ownership of Property.

Title to all property furnished by the Department or a Participant under this Contract and deliverables provided to the Department or a Participant shall remain property of the Department or Participant and/or become property of the Department or Participant upon receipt and acceptance. The Contractor shall perfect any transfer of the property to the Department or Participant upon completion, termination, or cancellation of the Contract prior to payment of the final invoice.

21. Nonexclusive Contract.

This Contract is not an exclusive license to provide the services described in the solicitation or the resulting Contract. The Department or a Participant may, without limitation and without recourse by the Contractor, contract with other vendors to provide the same or similar services.

22. Statutory Notices.

The employment by any contractor of unauthorized aliens is considered a violation of section 274A(e) of the Immigration and Nationality Act. Pursuant to sections 287.133 and 287.134, F.S., the following restrictions are placed on the ability of persons or entities placed on the convicted vendor list or the discriminatory vendor list:

- a. Public Entity Crime. A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in section 287.017, F.S., for CATEGORY TWO for a period of thirty-six (36) months following the date of being placed on the convicted vendor list.
- b. Discriminatory Vendors. An entity or affiliate that has been placed on the discriminatory vendor list may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

The Contractor shall notify the Department if it or any of its suppliers, subcontractors, or consultants have been placed on the convicted vendor list or the discriminatory vendor list during the life of the Contract.

23. Compliance with Federal, State, and Local Laws.

- a. Regulations. The Contractor and all Contractor Representatives shall comply with all federal, state, and local regulations, including, but not limited to, nondiscrimination, wages, social security, workers' compensation, licenses, and registration requirements.
- b. Choice of Law. This Contract, and any Participation Agreements executed hereunder, will be governed by and construed in accordance with the laws of the State, without regard for any choice of law statutes.
- c. Rehabilitation Act. If applicable, the Contractor shall ensure that, as to its products and services it develops for the Department or a Participant, electronic and information technology accessibility requirements of the Rehabilitation Act Amendments, 29 U.S.C. section 794 are met. Section 508 of the Rehabilitation Act Amendments, 29 U.S.C. section 794, compliance information on the supplies and services in this Contract (or any Participation Agreement executed hereunder) are available on a website indicated by the Contractor. The Electronic and Information Technology standard can be found at: <http://www.section508.gov/>.
- d. Scrutinized Companies.

The following paragraph applies regardless of the dollar value of the goods or services provided:

By entering into this Contract (or a Participation Agreement), in accordance with the requirements of section 287.135(5), F.S., the Contractor certifies that it is not participating in a boycott of Israel. At the Department's option (or in the case of a Participation Agreement, the Participant's option), the Contract (or Participation Agreement) may be terminated if the Contractor is placed on the Quarterly List of Scrutinized Companies that Boycott Israel (referred to in statute as the "Scrutinized Companies that Boycott Israel List") or becomes engaged in a boycott of Israel.

The State Board of Administration maintains the "Quarterly List of Scrutinized Companies that Boycott Israel" at the following link:

<https://www.sbafla.com/fsb/FundsWeManage/FRSPensionPlan/GlobalGovernanceMandates.aspx>.

The following paragraph applies only when the goods or services to be provided are \$1 million or more:

By entering into this Contract (or a Participation Agreement), in accordance with the requirements of section 287.135, F.S., the Contractor certifies that it is not on the Scrutinized List of Prohibited Companies (referred to in statute as the "Scrutinized Companies with Activities in Sudan List" and the "Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List") and, to the extent that it is not preempted by Federal law, that it has not been engaged in business operations in Cuba or Syria. At the Department's option (or in the case of a Participation Agreement, the Participant's option), the Contract (or Participation Agreement) may be terminated if such certification (or the certification regarding a boycott of Israel) is false, if the Contractor is placed on the Scrutinized List of Prohibited Companies, or, to the extent not preempted by Federal law, if the Contractor engages in business operations in Cuba or Syria.

The State Board of Administration maintains the "Scrutinized List of Prohibited Companies" under the quarterly reports section at the following link: <https://www.sbafla.com/fsb/PerformanceReports.aspx>.

24. Employment Eligibility Verification.

The Contractor is responsible for payment of costs, if any, and retention of records relating to employment eligibility verification. These records are exempt from Chapter 119, F.S. Verification requires the following:

- a. In cooperation with the Governor's Executive Order 11-116, the Contractor must participate in the federal E-Verify System for employment eligibility verification under the terms provided in the "Memorandum of Understanding" with the federal Department of Homeland Security if any new employees are hired to work on this Contract or a Participation Agreement during the term of the Contract. The Contractor agrees to provide to the Department, within thirty (30) days of hiring the new employees, documentation of such enrollment in the form of a copy of the E-Verify "Edit Company Profile" screen, which contains proof of enrollment in the E-Verify System. Information on "E-Verify" is available at the following website: <http://www.dhsuscis.gov/e-verify>.
- b. The Contractor further agrees that it will require each subcontractor that performs work under this Contract or a Participation Agreement to enroll and participate in the E-Verify System if the subcontractor hires new employees during the term of this Contract. The Contractor shall include this provision in any subcontract and obtain from the subcontractor(s) a copy of the "Edit Company Profile"

screen indicating enrollment in the E-Verify System and make such record(s) available to the Department upon request.

25. Data.

- a. Data Centers. All data centers used to process and store State data under this Contract or a Participation Agreement shall only be located in the United States.
- b. Requirements of Section 501.171, F.S. If the Department or a Participant shares data that is covered by section 501.171, F.S., with the Contractor in the process of fulfilling this Contract or a Participation Agreement, the Contractor is responsible for fulfilling the requirements of section 501.171, F.S., in the event that the Contractor is responsible for a breach of this data.

26. Claims for Damages.

Jurisdiction for any damages arising under the terms of the Contract or an Agency Participation Agreement will be in the courts of the State, and venue will be in the Second Judicial Circuit in and for Leon County. Jurisdiction for any damages arising under the terms of a Local Government Participation Agreement will be in the courts of the State, and venue will be in the circuit in which the Local Government Participant is located. The parties waive their right to a jury trial. Except as otherwise provided by law, the parties agree to be responsible for their own attorney's fees incurred in connection with disputes arising under the terms of this Contract and any Participation Agreements.

27. Independent Contractor.

The Contractor is an independent contractor and is not an employee or agent of the Department or any Participant.

28. Subcontracting.

- a. Consent. Unless otherwise specified in Attachment 2, Statement of Work, all services contracted for are to be performed solely by the Contractor and may not be subcontracted or assigned without the prior written consent of the Department.
- b. Replacement. The Department may, for cause, require the replacement of any Contractor Representative. For cause, includes, but is not limited to, technical or training qualifications, quality of work, change in security status, or non-compliance with an applicable Department policy or other requirement.
- c. Access. The Department may, for cause, deny access to the Department's secure information or any facility by any Contractor Representative. A Participant may, for cause, deny access to the Participant's secure information or any facility by any Contractor Representative.
- d. Continuing Obligation. The Department's or Participant's actions under paragraphs b. or c. shall not relieve the Contractor of its obligation to perform all work in compliance with the Contract and all Participation Agreements.
- e. Meetings. The Department and Participants will not deny Contractor Representatives access to meetings within the Department's or Participant's facilities, unless the basis of the Department's or Participant's denial is safety or security considerations.

29. Guarantee of Parent Corporation.

In the event the Contractor is a subsidiary of another corporation or other business entity, the Contractor asserts that its parent corporation will guarantee all the obligations of the Contractor for purposes of fulfilling the obligations of the Contract and Participation Agreements. In the event the Contractor is sold during the period the Contract is in effect, the Contractor agrees that it will be a requirement of sale that the new parent company guarantee all the obligations of the Contractor.

30. Survival.

The respective obligations of the parties, which by their nature would continue beyond the termination, cancellation, or expiration of this Contract, including without limitation, the obligations regarding confidentiality, proprietary interests, and public records, will survive termination, cancellation, or expiration of this Contract.

31. Exit Transition Services.

- a. The Contractor has the affirmative obligation to provide to the Department, or its designee, all reasonable services necessary for the transfer of knowledge regarding the services and deliverables provided under the Contract and Participation Agreements (Exit Transition Services) to facilitate the orderly transfer of such services to the Department or its designee, along with an exit transition plan.

Such services may continue for up to six (6) months after termination, expiration, or cancellation of the Contract, at no cost to the Department or Participants.

- b. If necessary, the Contractor also commits to extend this Contract for up to six (6) months past what would otherwise be the termination, expiration, or cancellation of the Contract in order to provide the services to Participants until the transition of the services to the Department or its designee are complete. The Department will exercise this option by giving the Contractor written notice to that effect and will use reasonable efforts to provide such notice at least twenty (20) business days before the impending termination, expiration or cancellation date. For the avoidance of doubt, if such extension occurs, the services described in subsection a., above, may continue for up to six (6) months after the end of the extension period.
- c. For a period of twelve (12) months after cancellation, termination, or expiration of the Contract, the Contractor shall provide Participants access to their data in a format that is acceptable and accessible by the Participants.

32. Third Parties.

Neither the Department nor Participants shall be deemed to assume any liability for the acts, omissions to act, or negligence of the Contractor or Contractor Representatives, nor shall the Contractor disclaim its own negligence to the Department, a Participant, or any third party. This Contract and the Participation Agreements executed hereunder do not and are not intended to confer any rights or remedies upon any person other than the parties (which include the Department, Participants, and Contractor). If the Department consents to a subcontract, the Contractor will specifically disclose that the Contract and Participation Agreements do not create any third-party rights. Further, no third parties shall rely upon any of the rights and obligations created under this Contract and the Participation Agreements.

33. Employment of State Employees.

During the term of this Contract, the Contractor shall not knowingly employ or subcontract with any person (including any nongovernmental entity in which such person has any employment or other material interest as defined in section 112.312(15), F.S.), in connection with this Contract, who has participated in the performance of this Contract or the Participation Agreements, or procurement of the Contract, except as provided in section 112.3185, F.S.

34. Audits.

The Contractor understands its duty, pursuant to section 20.055(5), F.S., to cooperate with the Inspector General in any investigation, audit, inspection, review, or hearing. The Contractor will comply with this duty and ensure that subcontracts issued under this Contract, if any, impose this requirement, in writing, on its subcontractors.

35. Travel Reimbursement.

Any travel expenses allowable under this Contract must be submitted in accordance with section 112.061, F.S.

36. Use of State Funds to Purchase or Improve Real Property.

Any State funds provided for the purchase of, or improvements to real property, are contingent upon the Contractor or political subdivision granting to the State a security interest in the property at least in the amount of State funds provided, for at least five (5) years from the date of purchase or the completion of the improvements, or as further required by law.

37. Assignment.

Unless otherwise required by law, the Contractor shall not sell, assign, or transfer any of its rights, duties, or obligations under the Contract, or under any Participation Agreement executed hereunder, without the prior written consent of the Department. In the event of any assignment, the Contractor remains secondarily liable for performance unless the Department expressly waives such secondary liability. The Department may assign the Contract (and a Participant may assign a Participation Agreement) with prior written notice to the Contractor of its intent to do so.

38. Lobbying.

The following replaces the first sentence of Section 18, Lobbying and Integrity, of Attachment 4, PUR 1000:

The Contractor agrees that funds received by it under this Contract, or a Participation Agreement executed hereunder, will not be expended for the purpose of lobbying the Legislature, the judicial branch, or a State

agency in violation of sections 11.062 or 216.347, F.S. Pursuant to the requirements of section 287.058(6), F.S., during the Contract term, the Contractor may lobby the executive or legislative branch concerning the scope of services, performance, term, or compensation regarding the Contract and Participation Agreements.

39. Contractor Representatives.

All Contractor Representatives shall be properly trained technicians who meet or exceed any specified training qualifications. Upon request, the Contractor shall furnish a copy of technical certification or other proof of qualification. All Contractor Representatives must comply with all security and administrative requirements of the Department and Participants, and with all controlling laws and regulations relevant to the services they are providing under the Contract and Participation Agreements. The State may conduct, and the Contractor shall cooperate in, a security background check or other assessment of any Contractor Representative. The Department or a Participant may refuse access to, or require replacement of, any Contractor Representative for cause, including, but not limited to, lack of technical or training qualifications, quality of work, change in security status, or noncompliance with the Department's or Participant's security or administrative requirements. Such approval shall not relieve the Contractor of its obligation to perform all work in compliance with the Contract and Participation Agreements. The Department may reject and bar from any facility, for cause, any Contractor Representatives.

40. Notices.

Where the terms "written notice" or notice "in writing" are used in the Master Contract to specify a notice requirement, said notice shall be deemed to have been given:

- a. when personally delivered;
- b. when transmitted via facsimile with confirmation of receipt or email with confirmation of receipt if the sender on the same day sends a confirming copy of such notice by a recognized overnight delivery service (charges prepaid);
- c. the day following the day (except if not a business day, then the next business day) on which the same has been delivered prepaid to a recognized overnight delivery service; or
- d. on the date actually received or the date of the certification of receipt.

DEPARTMENT OF FINANCIAL SERVICES

Statement of Work

ATTACHMENT 2

1. Scope of Work.

The Contractor shall provide electronic payment (e-Payment) services to State agencies and the State's judicial branch and units of local government to allow them to accept Payment Cards, and electronic funds transfers (i.e., eChecks), as authorized by section 215.322, Florida Statutes (F.S.).

2. Definitions.

In this Contract, the following terms are defined as set forth below:

- 2.1. **Automated Clearing House (ACH)** – The computer-based clearing and settlement facility for interchange of electronic debits and credits among financial institutions.
- 2.2. **Business Days** – Monday through Friday, inclusive, except for holidays observed by the State pursuant to section 110.117, F.S.
- 2.3. **Business Hours** – 8:00 AM to 5:00 PM Eastern Time (ET) on Business Days.
- 2.4. **Calendar Days** – All days, including weekends and holidays.
- 2.5. **Card Verification Value (CVV)** – A three- or four-digit code printed on a Payment Card as a security feature designed to help prevent fraudulent purchases.
- 2.6. **Confidential Information** – Any documents, data, or records that are exempt or confidential and exempt from disclosure pursuant to chapter 119, F.S., the Florida Constitution, or any other authority (e.g., other Florida laws or pre-empting Federal law).
- 2.7. **Contactless** – A secure payment method for Customers to purchase goods or services by using Radio-Frequency Identification (RFID) or Near-Field Communication (NFC) technology (also known as “tap-and-go”).
- 2.8. **Core Platform** – The group of equipment, networking connections, algorithms, and data provided by the Contractor that supports an e-Payment Processing Option.
[Respondents must identify any Subcontractors that will be used to provide the e-

Payment Processing Options offered under this Contract in their responses and this definition will be amended to list those Subcontractors.]

- 2.9. Customer** – A person or entity that uses a Payment Channel to make a payment to a Participant.
- 2.10. eCheck** – An e-Payment by which funds are withdrawn by the payee from a bank account authorized by the payer.
- 2.11. e-Payment** – A payment made over the internet (including at a POS) or telephone using a Payment Card or eCheck.
- 2.12. e-Payment Processing Options** – Processing options providing for the collection and transmission of e-Payments over the internet or telephone. Processing options include batch file transfer, POS, IVR, Gateway – Non-Hosted, Gateway – Partially Hosted, and Gateway – Fully Hosted. [Respondents can propose additional options in their Responses and this section will be supplemented with those options if they are elected by the Department.]
- 2.13. Europay, MasterCard, and Visa (EMV)** – A payment method that uses technology to authenticate chip-card transactions for cards equipped with a computer chip.
- 2.14. File Transfer Protocol (FTP)** – A standard network protocol used for the transfer of computer files between a client and servers on a computer network.
- 2.15. Gateway – Fully Hosted** – An e-Payment Processing Option that is fully developed for a Participant and hosted by the Contractor, and that redirects the Customer via a URL from the Participant's internet site to the Contractor's internet site, where Customer and payment information are collected, processed, and stored.
- 2.16. Gateway – Non-Hosted** – An e-Payment Processing Option where all Customer and payment information is collected and stored on a Participant's internet site or Mobile Application (which site or application may be designed and hosted by the Participant or by a third-party contractor) before payment details are transmitted via an application programming interface (API) to the Contractor for payment processing, authorization, and settlement.
- 2.17. Gateway – Partially Hosted** – An e-Payment Processing Option where Customer information is collected on a Participant's internet site or Mobile Application (which site or application may be designed and hosted by the Participant or by a third-party contractor) before the Customer is passed to the Contractor's internet site for

payment check-out. All payment information is collected and stored on the Contractor's site, with payment details remitted back to the Participant's business system.

- 2.18. Go-Live Date** – The date that a Participant begins using the e-Payment Processing Option(s), as specified in the Participation Agreement.
- 2.19. Hypertext Transfer Protocol Secure (HTTPS)** – A variant of the standard web transfer protocol that adds a layer of security on the data in transit through a Secure Socket Layer or Transport Layer Security protocol connection.
- 2.20. Implementation Plan** – A component of the Project Management Plan used to structure implementation of the e-Payment Processing Options for each Participant. The plan includes a detailed list of activities, costs, challenges, resources, and schedules, which provides a structure for managing the Project.
- 2.21. Interactive Voice Response (IVR)** – A payment system through which Customers utilize a toll-free number created by the Contractor to submit payments over an automated phone service. The Participant sends a file containing Customer information to the Contractor to allow the Contractor to authenticate the caller.
- 2.22. Merchant ID** – A unique number assigned to a merchant account to identify it throughout the course of processing activities.
- 2.23. Mobile Application** – An application software designed to collect payments on a mobile device.
- 2.24. National Automated Clearinghouse Association (NACHA)** – A non-profit membership association charged with overseeing the ACH system.
- 2.25. Negative Database** – A database that contains account information used to verify the ABA routing number, account status, and history of the account holder for a payment.
- 2.26. Non-Sufficient Funds (NSF)** – The status of a checking account that does not have enough money to cover transactions.
- 2.27. Participant** – An Agency Participant or Local Government Participant.
 - a. Agency Participant** – The judicial branch or any official, officer, commission, board, authority, council, committee, or department of the

executive branch of State government that enters into a Participation Agreement. This also includes, but is not limited to, State attorneys, public defenders, capital collateral regional counsel, the Justice Administrative Commission, the Florida Housing Finance Corporation, and the Florida Public Service Commission.

b. Local Government Participant – A municipality, special district, board of county commissioners, or other governing body of a county however styled, including that of a consolidated or metropolitan government, that enters into a Participation Agreement. This also includes any clerk of the circuit court, sheriff, property appraiser, tax collector, and supervisor of elections.

- 2.28. Participant-Level** – The unit or section within a Participant that has a unique business need with regard to the acceptance of e-Payments and segregation of data.
- 2.29. Participation Agreement** – The agreement between the Participant and Contractor that makes the Participant a party to this Contract.
- 2.30. Payment Card** – A credit card (a card issued to Customers by a bank or business authorizing the holder to buy goods or services on credit), charge card (a card issued to Customers by a store, bank, or other organization, used to charge purchases to an account which must be paid in full at the end of every month), or debit card (a card used in lieu of cash that authorizes the holder to buy goods and services, but which is not a credit card or charge card) that is accepted by Participants as payment for goods or services.
- 2.31. Payment Card Industry (PCI)** – All the organizations involved in storing, processing, and transmitting Payment Card data.
- 2.32. Payment Card Organization Rules** – Payment Card policies and rules requiring Participant and service provider (which for purposes of this Contract is the Contractor) compliance.
- 2.33. Payment Channel** – A method for a Customer to make payments to a Participant, including IVR, POS, Web Applications, and Mobile Applications.
- 2.34. PCI Attestation of Compliance (PCI AOC)** – A form for merchants and service providers (which for purposes of this Contract is the Contractor) to attest to the results of a PCI Data Security Standard assessment.

- 2.35. PCI Data Security Standard (PCI DSS)** – The security standards set by the PCI Security Standards Council to prevent Payment Card fraud. The PCI Security Standards Council is a global forum for the ongoing development, enhancement, storage, dissemination, and implementation of security standards for account data protection.
- 2.36. Point of Sale (POS)** – An electronic device used to process Payment Cards and eChecks.
- 2.37. Processing Day** – The day the Contractor processes an authorized Payment Card transaction between a Participant and a Customer. [Respondents must note what days will be considered Processing Days in their Responses. At a minimum, this must include Business Days.]
- 2.38. Project** – The activities required to transition all Participants from the payment platforms and systems provided under the previous e-Payments services contract (Contract No. TR175) to the Contractor’s Core Platforms.
- 2.39. Project Management Plan** – The formal document used to describe every phase of the transition or implementation. This includes a communications plan, risk management plan, change control process, and resource-loaded Implementation Plan. The document also includes an executive summary, transition or implementation objectives, activities, a list of dedicated resources, and specifications regarding closure of the transition or implementation.
- 2.40. Project Management Professional (PMP)** – An internationally-recognized professional designation offered by the Project Management Institute.
- 2.41. Remittance File** – An end-of-Processing Day file that contains details for all transaction types received via all Payment Channels during the Processing Day.
- 2.42. Representational State Transfer (REST)** – An architectural style that defines a set of constraints to be used for creating web services.
- 2.43. Secure File Transfer Protocol (SFTP)** – A secure version of FTP, which facilitates data access and data transfer over a secure shell data stream.
- 2.44. Secure Sockets Layer (SSL)** – A security protocol for establishing encrypted links between a web server and a browser in online communication.

- 2.45. Simple Object Access Protocol (SOAP)** – A messaging protocol specification for exchanging structured information in the implementation of web services in computer networks.
- 2.46. State** – The state of Florida.
- 2.47. Statement on Standards for Attestation Engagements (SSAE) 18** – An auditing standard for service organizations.
- 2.48. Subcontractor** – A person or company other than the Contractor which performs a portion of the services provided under this Contract.
- 2.49. Transport Layer Security (TLS)** – A cryptographic protocol that provides communications security over a computer network.
- 2.50. Web Application** – A client-server computer program that collects payments in a web browser.

3. How This Contract Works.

Services provided under this Contract are provided to Participants. In order for a Participant to use services, the Participant must enter into a Participation Agreement with the Contractor. Agency Participants will use Attachment 5, Agency Participation Agreement. Local Government Participants will use Attachment 6, Local Government Participation Agreement. The Department acts in a Contract management role for Agency Participants. Local Government Participants may use the Contract but the Department does not manage the implementation or use of the Contract for Local Government Participants. The Department does not pay any costs under this Contract other than those for custom reports and those incurred in its capacity as a Participant (as stated in Sections 7.1 and 12) and is only involved in participation approval and implementation activities with respect to Agency Participants. A Participant may have multiple Participant-Levels, each of which may individually use any or all the e-Payment Options offered under this Contract and may require individual implementation services by the Contractor to effectuate use of such services.

4. Core Platforms.

The Contractor shall provide Core Platforms that are available twenty-four (24) hours per day, seven (7) days a week, are scalable to the Participants' needs, and support all e-Payment Processing Options. The Contractor shall ensure that all e-Payment Processing

Options are available as of the Effective Date and shall maintain all e-Payment Processing Options during the term of the Contract. The Contractor shall notify the Department in writing twenty-six (26) months in advance of any modifications or replacements to a Core Platform required by the Contractor that will require the Department or a Participant to make changes to accommodate. This is subject to the Department's approval prior to implementation, must be effectuated by a written amendment if the modification or replacement impacts language in the Contract (e.g., if a new Subcontractor is being used and the Subcontractor's service terms must be attached to the Contract), and must be provided at no additional charge to the Department or the Participants. In the event that a Core Platform is modified or replaced, the Contractor shall provide Participants a minimum of twenty-four (24) months, upon amendment execution, to migrate to the new Core Platform (or make the necessary changes to accommodate the modification). Notwithstanding the foregoing, the Department reserves the right to amend this Contract to include optional next-generation support, services, and equipment that are within the scope of the Contract at an agreed upon price.

The Contractor acknowledges that its failure to provide the Department and Participants with the twenty-four (24) months required to migrate or make changes will damage the Department and Participants, but that such damages cannot be ascertained now or in the future. Therefore, the Contractor shall pay liquidated damages in the amount of \$5,000 per Calendar Day that the timeframe is shortened for each Participant required to migrate, which is a reasonable estimate of the amount necessary to compensate the Department and Participants for the shortened migration timeframe. These liquidated damages are not intended as a penalty. These liquidated damages are limited only to the failure to provide the twenty-four (24) months required to migrate and in no way limit other damages.

5. **Implementation and Project Management.** The following sections outline the Contractor's responsibility with respect to both the initial transition and implementation (Project) and additional/ongoing implementations and transitions that occur after the Project. In the event of a Core Platform change, the requirements in Section 5.1 will apply to the transition of Participants from the previous Core Platform to the new Core Platform and the Contractor shall provide: 1) the Department with a Project Management Plan for the transition of all affected Agency Participants; and 2) each affected Local Government Participant with its own Project Management Plan. The services provided pursuant to Section 5.1 are at no charge to the Department or Participants. Prices for implementation and development on Attachment 3, Price Response, are for services provided under Section 5.2 only.

5.1. Initial Participant Transition (i.e., the Project). The Contractor shall provide services and support to ensure completion of the Project, with minimal impact to the Participants' business systems, before March 31, 2021, for all Agency Participants and for all Local Government Participants that notify the Contractor of their desire to transition within sixty (60) Calendar Days of the Contract Effective Date. The transition of Agency Participants will occur in accordance with the Project Management Plan included in Addendum C, Selected Portions of BAFO (or for transitions related to a Core Platform change, in accordance with the Project Management Plan submitted to the Department). The transition of Local Government Participants will occur in accordance with the Project Management Plan submitted to the Local Government Participant, which for the Project must be submitted to the Local Government Participant within thirty (30) Calendar Days of the execution of the Local Government Participant's Participation Agreement. Note: Changes to the Project Management Plans will be accomplished via the change control process and will not require a formal written amendment to the Contract. [In their Responses, Respondents must include a Project Management Plan structure that identifies the major milestones for the Project to ensure the transition of all Agency Participants in a phased approach by March 31, 2021. The Department's intent is to finalize the Project Management Plan for the transition of all Agency Participants, with the exception of the detailed Implementation Plans (which are discussed in Section 5.1.g., below), during negotiations and include it as an attachment to the Contract. Respondents should note that the requirements of Section 5.2.d., below, apply with respect to the change control process to be included in the Project's Project Management Plan.]

a. Project Management. The Contractor shall provide at least one (1) PMP-certified Project Manager to lead a technical support team (collectively referred to as the "Contractor's Project Transition Team") that will have overall responsibility for the successful transition of all Agency Participants to the Contractor's Core Platforms. The Department will provide its own Project Transition Team to monitor the Contractor's execution of the Project for Agency Participants, and the Contractor's Project Manager must maintain regular communication with the Department and the Agency Participants. The Contractor shall provide a separate Project Transition Team responsible for transitioning Local Government Participants to the Contractor's Core Platforms.

The Contractor shall manage the Project in accordance with Project Management Plans, and shall actively manage any Subcontractor's performance related to the Project. The Contractor's project management approach must be in compliance

with the standards set forth in the Project Management Institute's Project Management Body of Knowledge (commonly referred to as "PMBOK").

- b. Contractor's Project Transition Teams.** The Contractor's Project Transition Teams shall:
- i.** manage the Project Management Plan using a formal software system development methodology, preferably MS Project;
 - ii.** manage the Project's target dates, deliverables, technical specifications, and testing in accordance with the agreed upon schedule in the Implementation Plans;
 - iii.** respond to any emails from the Department or Participants within two (2) hours, and, if a question is posed, answer the question or provide an estimated time frame for providing an answer and a justification for the time frame provided;
 - iv.** prepare and submit weekly Project status reports to the Department;
 - v.** facilitate weekly conference calls to discuss Project status reports with the Department's Project transition team;
 - vi.** facilitate all meetings necessary to complete the Contractor's responsibilities with respect to the Project;
 - vii.** identify and inform the Department of any risks, issues, or opportunities related to the Project; and
 - viii.** identify any scope issues and associated costs, and communicate these to the Department's Project transition team.
- c. Equipment.** The Contractor shall ensure that the Participants' existing POS equipment and software is either compatible with the Contractor's Core Platforms or can be upgraded with minimal impact to Participants. If necessary for compatibility with the Contractor's Core Platforms, the Contractor shall, at no charge to the Participants, upgrade existing equipment (as described in Addendum D, Volumes, Equipment, and e-Payment Processing Options) or provide software updates.
- d. Consultations and Training.** During the Project, the Contractor shall be available, at the Department's request, for onsite product and service consultations and training with Participants and the Department to ensure successful completion of the Project. These consultations and training sessions will be at the Contractor's expense.
- e. Business Requirements Document.** The Contractor shall, after consultation with Participants, develop a draft business requirements document for each

Participant within thirty (30) Calendar Days of the Effective Date (or for Local Government Participants, within thirty (30) Calendar Days of the execution of a Participation Agreement) and a Participant-approved final version within sixty (60) Calendar Days of the Effective Date (or for Local Government Participants, within sixty (60) Calendar Days of the execution of a Participation Agreement).

- f. Support.** The Contractor shall provide customer support services for the e-Payment Processing Options being implemented. The Contractor shall designate key personnel assigned to providing the customer support services, which shall include, at a minimum:
- i.** issue resolution;
 - ii.** status updates;
 - iii.** new account coordination and set up;
 - iv.** provision of technical specifications and user guides; and
 - v.** implementation and technical resources, including access to subject matter experts in the business processes automated by the Contractor and technical experts in connectivity, application program interfaces, and batch data exchange.
- g. Implementation Plan.** The Contractor shall submit a draft of the Project Management Plans' Implementation Plans no later than forty (40) Calendar Days after the Contract Effective Date (or for a Local Government Participant, after execution of the Participation Agreement) and the final, detailed Implementation Plan no later than seventy-five (75) Calendar Days after the Contract Effective Date (or for a Local Government Participant, after execution of the Participation Agreement). The Implementation Plans for Agency Participants shall be submitted to the applicable Agency Participant and to the Department. The Implementation Plans for Local Government Participants shall be submitted to the applicable Local Government Participant. The Department reserves the right to request modifications to the Contractor's Implementation Plans for Agency Participants prior to the Department's final approval. Any deviation by the Contractor from the Department- or Local Government-approved final Implementation Plan shall be considered a material breach, and all remedies provided for in this Contract and at law will be available to the Department or Local Government Participant, unless the Department or Local Government Participant has provided prior written approval for reasons it deems, in its sole discretion, to be beyond the control of the Contractor.
- h. PCI DSS.** The Contractor shall provide the Department and Participants with a plan to achieve PCI DSS compliance for each Participant before the Participant's

Go-Live Date, along with specific recommendations to ensure ongoing PCI compliance.

- i. Project Closeout.** Within thirty (30) Calendar Days of completion of a Participant transition, the Contractor shall provide the Department and applicable Participant with a Project closeout summary, which must include, at a minimum:
 - i.** a description of the e-Payment Processing Options transitioned, the transition timelines and obstacles, and any lessons learned;
 - ii.** the final technical configuration requirements;
 - iii.** a complete list of any product upgrades, modifications, and enhancements requested during the transition by the Participant or the Department, including the status of each request; and
 - iv.** issues identified during the transition and how they were resolved.

- j. Reports and Presentations.** The Contractor shall prepare reports and presentations as deemed necessary by the Department during the Project and shall provide such to the Department.

- k. Data Migration.** At a Participant's request, the Contractor shall migrate up to one (1) year of the Participant's historical data to the applicable Core Platform.

5.2. Additional Participant Implementations and Transitions (Ongoing).

The following services must be provided throughout the duration of the Contract, as needed for onboarding a new Participant or providing changes in services.

- a.** The Contractor shall consult with both the Department and Agency Participants to determine the ongoing needs of Agency Participants and the best e-Payment Processing Options for meeting those needs. The Contractor shall consult with Local Government Participants independently to determine their ongoing needs, as the Department does not manage the Local Government Participants' use of the Contract.
- b.** The Contractor shall assign a Project Manager for each Participant transition or implementation (e.g., conversion or expansion of a Participant's existing e-Payment Processing Options, or implementation of a new e-Payment Processing Option for a Participant). The Project Manager will be responsible for the overall management of the transition or implementation and must be authorized to make decisions and manage the allocation of resources on behalf of the Contractor.
- c.** Within ten (10) Business Days of receipt of a request for a new Participant transition or implementation, the Contractor shall provide a Project Management Plan for the transition or implementation.
- d.** The change control process included in the Contractor's Project Management Plan must provide for, at a minimum:

- i. the Contractor's acknowledgement of a change order request from a Participant within twenty-four (24) hours; and
- ii. within seventy-two (72) hours of the Contractor's acknowledgment of a change order request, the Contractor's provision of a proposed change order request plan (which must describe where in the project development process changes can be requested and changed and describe how to determine when a change order request will incur costs) to the Department for Participant projects that identify changes after the project requirements have been gathered.

The Department shall accept the Contractor's proposal for change order costs, reject it, or reach another agreement with the Contractor.

- e. Within thirty (30) Calendar Days of the closeout of a Participant transition or implementation, the Contractor shall provide the Participant (and, in the case of Agency Participants, the Department) with a closeout summary of the transition or implementation, which must include the transition's or implementation's purpose, design and e-Payment Processing Option details, timelines, obstacles, and lessons learned. The Contractor shall maintain a comprehensive list, during the term of the Contract, of Participant requests for product upgrades, modifications, and/or enhancements that are not currently available and their expected availability date.

6. Daily Services. Without interruption (twenty-four (24) hours a day, seven (7) days a week), the Contractor shall accept, process, authorize, and settle payments using processing platforms certified by the PCI Security Standards Council. [Routine maintenance windows will be determined during negotiations. The routine maintenance windows must be between the hours of 12:00 AM and 6:00 AM ET.]

6.1. Payment Types. All e-Payment Processing Options must be capable of processing the following payment types:

- a. **Payment Cards.** The Contractor shall accept, authorize, process, and settle all Discover, MasterCard, and Visa brand Payment Cards. e-Payment Processing Options must also be capable of accepting American Express Payment Cards, but currently American Express transactions will be authorized, processed, and settled under a separate contract between the Department and American Express. However, the Department reserves the right to implement authorization, processing, and settlement services for American Express through the Contractor in the future. [The Respondent may propose additional Payment Card brands and associated processing fees in its Response and this section may be modified during negotiations to reflect the addition of those brands.]

- i. Convenience Fees.** The Contractor shall provide a method for the collection of a convenience fee charge on a transaction and must combine and split the convenience fee from the transaction fee in accordance with Payment Card Organization Rules and applicable law. The method provided must allow the Participants to choose between absorbed fees (fees determined and kept by the Participant) and managed fees (fees determined and kept by the Contractor to offset the fees it would have charged the Participant for processing the payment).
- ii. Convenience Fees Laws, Rules, and Regulations.** The Contractor shall notify the Department and Participants of changes in Payment Card Organization Rules, and PCI, State, and federal laws, rules, and regulations, that affect Participants' collection of convenience fees ninety (90) Calendar Days prior to the effective date of changes.

- b. eChecks.** The Contractor shall provide a method for the acceptance of eChecks and provide processes that:
 - i.** allow eChecks to be scheduled up to thirty (30) Calendar Days in advance;
 - ii.** minimize the number of returns;
 - iii.** allow Participants to decide whether to reject or accept an eCheck from a Customer with a bank account that has exceeded a predetermined limit of NSF's (this is accomplished by the Contractor creating a Negative Database against which to check the payment account);
 - iv.** provide a real-time verification for duplicate eChecks by verifying the check number, payment date, transaction amount, and account number; and
 - v.** include eCheck guarantee services to ensure that the bank account number is valid and no ACH blocks are encumbering the account prior to processing the eCheck (these services may be utilized at the Participant's discretion).

6.2. e-Payment Processing Options. The Contractor shall provide services that facilitate the business processes of Participants for the e-Payment Processing Options described below. The following specifications apply to all e-Payment Processing Options:

- The required e-Payment Processing Options, collectively, must allow Participants to be capable of processing both Payment Card and eCheck payments via Web Applications, Mobile Applications, and automated IVR phone prompts.
- All transactions processed through the e-Payment Processing Options must be completed by a provider (whether the Contractor or a Subcontractor) that is PCI DSS certified.

- A Remittance File containing details for all transaction types received via all Payment Channels, as required by each Participant, must be generated by the Contractor after the payment cut-off time.

[Respondents must describe in their Responses the details of each e-Payment Processing Option offered. Processing options other than those listed below may be included in the Responses for the Department’s consideration. This section will be edited to include a reference to the relevant incorporated portions of the Contractor’s BAFO that detail the e-Payment Processing Options to be provided.]

a. Online Payments.

- i.** The Gateway – Fully Hosted, Gateway – Partially Hosted, and Gateway – Non-Hosted, must be capable of: 1) processing both Payment Cards and eChecks; and 2) transferring information, at a minimum, by both SOAP and REST.
- ii.** The Remittance File generated for payments processed via one of the gateways must include a minimum of fifteen (15) Participant-defined fields.
- iii.** Gateway – Fully Hosted requirements.
 - i.** The Contractor must be capable of accepting a master file from the Participant that is loaded into the gateway to enable bill validation and payment capture.
 - ii.** The Gateway – Fully Hosted must give Customers the ability to:
 - I.** initiate a one-time payment or enroll for recurring payments, enabling capture and storage of funding details;
 - II.** add additional payment accounts;
 - III.** cancel a previously scheduled payment;
 - IV.** schedule, modify, or cancel recurring payments; and
 - V.** inquire about previously scheduled, cancelled, refunded, or processed payments.

b. POS – The Contractor shall process payments received from Participants’ POS terminals, which must be capable of accepting and processing both card-present and card-not-present transactions. The Contractor shall provide Participants with the option to choose from POS terminals that utilize mobile applications or Wi-Fi or wired connections. The Contractor shall provide all equipment and software required for POS processing at the price indicated in Attachment 3, Price Response.

- i. POS Equipment.** The Contractor shall provide PCI-certified POS equipment and equipment software on a purchase, lease, or rental basis. All POS equipment offered by the Contractor must be EMV-capable. The Contractor must also provide POS equipment options that are Contactless-

capable. The Contractor shall provide equipment software upgrades to the Participants' POS equipment, along with installation support to ensure each Participant's POS equipment functions properly, at no additional cost to the Participants.

ii. Equipment Orders. The Contractor shall ship new POS equipment (and associated supplies) to Participants within seven (7) Business Days of the request, and replacement equipment (and associated supplies) to Participants within three (3) Business Days of a written request, unless otherwise approved in writing by the requestor at the time of the request. The Department will make all such requests on behalf of Agency Participants. Local Government Participants will make such requests on their own behalf.

iii. POS Repair and Replacement. If POS equipment has failed, the Contractor shall repair the failed POS equipment or ship replacement equipment within twenty-four (24) hours of electronic notice of failure. Repair or replacement of failed POS equipment is at no cost to the Participant.

iv. POS Supplies. The Contractor shall ship supplies for POS equipment within twenty-four (24) hours of written request. The Contractor must provide an overnight shipping option, which shall be charged to the Participant in accordance with Attachment 3, Price Response.

v. POS Changes. The Contractor shall provide ninety (90) Calendar Days written notice for POS equipment or equipment software changes that affect Participants.

c. IVR – The Contractor shall provide an IVR system with touch-tone and speech-recognition capabilities, operating twenty-four (24) hours a day, seven (7) days a week. [Routine maintenance windows will be determined during negotiations. The routine maintenance windows must be between the hours of 12:00 AM and 6:00 AM ET.] The IVR system must:

i. interact with the Participant's business systems and associated databases;

ii. be available in English and Spanish [If the Respondent's proposed IVR option has additional languages available, the Respondent should indicate those languages in its Response and include pricing for them in its Price Response];

iii. accept and process payments twenty-four (24) hours a day, seven (7) days a week; and

iv. transfer Customers to a Participant's customer support call center and/or a Contractor's customer support service representative, Monday – Friday 7:00 AM to 7:00 PM ET.

- d. Batch File Transfer** – The Contractor shall facilitate a method for its receipt of daily custom batch files (which contain ACH instructions and pertinent Customer information) from Participants and third-party contractors that host Participant payment applications. Each batch file may contain up to 99,999 individual transactions scheduled for a specific date. Batch files will be sent between 5:00 PM and 8:00 PM ET each Business Day. The Contractor shall:
- i. complete acceptance of transactions received via batch file prior to beginning the end-of-day process;
 - ii. send an acknowledgment for each batch file that contains the number and total dollar amount of accepted transactions, and individually identifies any rejected transactions and the reason for the rejection;
 - iii. convert effective dates in batch files to applicable processing dates to ensure that the transactions sent through the ACH network accommodate expected effective dates;
 - iv. provide extended processing network hours to complete settlements, eliminating split batches caused by high volumes of transactions that overlap settlement cut-off times;
 - v. at the Participant's request, provide the Participant with a Remittance File that includes a minimum of fifteen (15) Participant-defined fields; and
 - vi. provide single batch settlement processing for batch sizes of up to 99,999 transactions.

6.3. Web Portal. The Contractor shall provide the Department and Participants with access to the web portal that allows administrative functions to be performed and allows administrative rights to be assigned to specific roles. The portal's functionality shall:

- a. allow the Department to set up a new Participant-Level with approval workflow;
- b. allow Participants to cancel a previously scheduled payment;
- c. allow Participants to schedule, modify, or cancel recurring payments;
- d. allow Participants to refund processed payments; and
- e. allow the Department and Participants to inquire about previously scheduled, cancelled, refunded, or processed payments.

- 6.4. Payment Authorization and Fraud Prevention.** The Contractor shall provide, at a minimum, the following authorization methods and error-checking to assist with fraud prevention:
- a. Matches:
 - i. CVV (rejecting charges without a CVV code match),
 - ii. Customer name of Payment Card (rejecting charges with a name mismatch), and
 - iii. address verification (rejecting charges with an address mismatch);
 - b. on-screen verification to ensure that Payment Card numbers are not entered into the name field (to ensure that the Payment Card number is not inadvertently passed along to a Participant who is using a Gateway – Partially Hosted or Gateway – Fully Hosted);
 - c. account updater for Payment Card expiration dates (sending updated expiration dates on current Payment Cards that are on file with the Participant);
 - d. configurable limit fields allowing Participants to set upper and lower charge amounts;
 - e. automatic detection and avoidance of duplicate authorizations, refunds, and settlements;
 - f. refunds verified against original authorization (existence and amount);
 - g. automatic detection of high-risk activity (multiple authorizations on the same day and high dollar amounts);
 - h. automated settlement notification (error checking and alerts);
 - i. real-time Payment Card authorization and multiple cut-off times to accommodate Participant-Level batching and settlement requirements; and
 - j. pre-authorization of Payment Card transactions with the option to cancel (remove) individual transactions prior to an end-of-day batch file being processed for settlement.

The Contractor shall also provide support services for answering fraudulent inquiries.

- 6.5. Payment Settlement and Deposit.** In accordance with Rule 69C-4.004, F.A.C., within forty-eight (48) hours of authorization, the Contractor shall ensure the deposit of all authorized payments (regardless of payment type or e-Payment Processing Option) directly into: 1) for Agency Participants, the Agency Participant’s subaccount of the Department’s concentration bank account; and 2) for Local Government Participants, the Local Government Participant’s settlement account, as designated by the Local Government Participant. The account designated for deposit is referred to as the “Depository Account.”

If the Depository Account changes, the Contractor will be provided with the new Depository Account information, either in writing or electronically, no later than

sixty (60) Calendar Days before the change, and the Contractor shall make appropriate changes to its systems, at no charge to the Participant, to ensure that funds settle to the Participant's new Depository Account on the date that the change is scheduled to occur. The Department will provide the new concentration bank account information and subaccount information for all Agency Participants. Changes to a Depository Account for a Local Government Participant will be provided by the Local Government Participant.

[Note: The Department's preference is for funds to settle directly into the Depository Account. However, if the Contractor cannot settle authorized payments directly to the Participant's Depository Account and must instead settle the payments in a temporary holding account before transferring them to the Depository Account, the financial institution at which the funds settle before being transferred to the Depository Account must be a qualified public depository, as defined in section 280.02, F.S., and this section will be amended to reflect that requirement.]

6.6. Payment Card Settlement Reconciliation.

- a.** At no charge, the Contractor shall provide the Department with a daily settlement reconciliation file that contains the details of all Agency Participants' settlement activity no later than 7:00 AM ET on the following Business Day. At a Participant's request, the Contractor shall provide a separate daily settlement reconciliation file containing only the individual Participant's settlement details to the Participant no later than 7:00 AM ET on the following Business Day. If the file is not received by 7:00 AM ET, the Contractor shall initiate and escalate an issue tracking process until remedied. Re-transmission of files will be at no cost to the Department or Participants.
- b.** The Contractor shall provide, at the Participant's request and at no charge to the Participant, a copy of the NACHA-formatted file sent daily to the ACH network that matches the Remittance File.
- c.** Each Processing Day, the Contractor shall accept and initiate all Standard Entry Cass codes and enable the Participants to identify specific transactions by providing the Participant with settlement transaction ACH records that include sufficient information for such identification.
- d.** For each transaction processed, the Contractor shall maintain a unique authorization code or number as a part of the transaction and provide it electronically to the Participant's business application so it can be used to research transaction activity and settlement.

6.7. eCheck Returns and Payment Card Chargebacks, Refunds, and Adjustments.

The Contractor shall adhere to all chargeback rules and regulations published by the Payment Card brands accepted through this Contract.

- a. Transaction refunds, chargebacks, and adjustments processed for Participants must be debited or credited from the bank account to which the original transaction settled to.
- b. The Contractor shall handle chargebacks from the time it is first notified through final resolution, at which time the item is successfully resolved or is charged back to the Participant.
- c. The Contractor shall make available to Participants a web-based chargeback tracking/resolution tool that allows the Participant to view chargeback details, produce reports, and respond to and resolve inquiries. The web-based tool must be available from 6:00 AM – 6:00 PM ET on Business Days.
- d. The Contractor shall provide Participants with a method to track Customer refunds and adjustments.
- e. The Contractor shall provide the Participants with a method to access returned ACH information online.

7. Reporting and Query Requirements

The Contractor shall deliver robust reporting and query tools that assist the Department and Participants with accounting and reconciling transactions. The reporting and query tools must permit the Department and Participants to select from a full array of delivered and ad hoc reports that can be tailored to fit individual needs and are downloadable.

7.1. On-Demand Reporting. The Contractor shall provide the following on-demand reporting options:

- a. Reports and queries that: 1) contain sufficient detail to reconcile payments (including, at a minimum, payee name and transaction ID); 2) are accessible through the Participant's business system (via a secure interface) or web browser; and 3) are available from 6:00 AM – 8:00 PM ET Monday – Friday.
- b. Intra-day reports that list all payments that have been made during a Business Day.
- c. Enrollment reports that include details of Customers that have enrolled to make payments through Gateway – Fully Hosted sites.
- d. Payment and settlement reports (which include details and statuses of chargebacks, refunds, and adjustments):
 - i. to the Department in a detailed hierarchical structure from the State to the Participant-Level (this does not include Local Government Participants),
 - ii. to the Participant in a detailed hierarchical structure from the Participant to the Participant-Level (which must include 15 Participant-defined fields), and
 - iii. to Participants in a format that gives the Participants the ability to filter by payment type, funding source, date, and Payment Channel.
- e. Ad hoc reporting and query capabilities:

- i. for the Department in a detailed hierarchical structure from the State to the Participant-Level (this does not include Local Government Participants),
 - ii. for the Participant in a detailed hierarchical structure from the Participant to the Participant-Level (which must include 15 Participant-defined fields), and
 - iii. that gives Participants the capability to filter reports by specific date ranges (daily, weekly, monthly, quarterly, and annually).
- f. Provide the Department with custom reports, as requested (the first five (5) of which will be at no charge).
- g. Ad hoc reports must be available for transfer using modern real-time APIs. The system or website through which reports are provided must be capable of restricting access to electronic reports and queries through role-based administrative rights and password protection and providing online access to detailed and summarized transaction data history for, at a minimum, the preceding twenty-four (24) months. The Contractor shall provide the Department with a report that lists all reports available to the Department and Participants (along with a description) and specifies the roles that can access the reports.

7.2. Quarterly, Semi-Annual, and Annual Reporting Requirements.

- a. **Contract Activity Report.** The Contractor shall provide a Contract activity report to the Department on a quarterly basis beginning after the first Participant Go-Live Date. This report must summarize the Contractor’s activity for each Participant and contain the following information:
- i. Participant’s Name;
 - ii. Participant’s Merchant ID;
 - iii. dollar volume by e-Payment Processing Option and Payment Card brand and type;
 - iv. number of transactions by Payment Card type and e-Payment Processing Option;
 - v. average ticket by Payment Card type and e-Payment Processing Option; and
 - vi. fees paid by e-Payment Processing Option, sorted by type (interchange, processor, convenience fees, etc.).
- b. **Performance and Scalability.** Using the following criteria, the Contractor shall quantify and report its performance and scalability measures to the Department within thirty (30) Calendar Days after the end of each quarter:
- i. Payment Card authorizations per hour.
 - A. For Mid-range volume, specify:
 - I. response time, and
 - II. processing duration.
 - B. For Peak volume, specify:
 - I. response time,

- II. processing duration,
- III. maximum number of Customers on the Contractor's interface, and
- IV. maximum volumes that can be processed and authorized at one time.

C. Latency at POS

- ii. Settled transactions per day.
- c. **Interchange Categories and Rates.** Semi-annually, the Contractor shall provide the Department with analyses and comparisons of the following:
 - i. Payment Card interchange categories for each Participant; and
 - ii. trends of previous interchange rates as compared to new rates.
- d. **Fiscal Year Report.** By July 31st of each year, the Contractor shall provide the Department a report of all e-Payment transactions for the State's fiscal year (July 1 – June 30) for each Agency Participant that is sorted by payment type and includes convenience fee and processing fee information.
- e. **SSAE 18.** On a yearly basis, the Contractor shall provide the Department with secure website access to, or an electronic copy of, the Contractor's SSAE 18 within sixty (60) Calendar Days after it's published by its independent auditors (the SSAE 18 must cover the State's fiscal year, which ends June 30th; and, for any time period of fiscal year not covered in the SSAE 18, the Contractor must provide a bridge/gap letter or a follow-up on any outstanding items from its independent auditors or a functionally equivalent independent Federal Financial Institutions Examination Council standards certification related to data security).

8. Support Services, Consultations, and Participant Training.

The Contractor shall provide the following support services, product and service consultations, and Participant training for e-Payment Processing Options:

- 8.1. **Support Services.** The Contractor shall provide support services that include:
 - a. designation of key personnel (i.e., a designated support team) assigned to the Contract, whose responsibilities include, at a minimum:
 - i. issue resolution,
 - ii. status updates,
 - iii. new account coordination and set up,
 - iv. provision of technical resources,
 - v. requesting additional assistance when unexpected issues require assistance from personnel outside the designated support team,
 - vi. initiation of implementation requests, and
 - vii. resolution of payment processing and invoicing issues;

- b. additional customer service/account managers during large system changes;
- c. real-time access to transaction details;
- d. reports to the Department and Participants that review and analyze the quality of support service activities;
- e. upon the Contractor's discovery of technical issues with an e-Payment Processing Option, alerts to the Department and Participants of the issues and, after resolution of the issues, provides the Department and Participants with an After-Action Report (description of the issue, description of the process and time for resolution, and steps for prevention of reoccurrence);
- f. the handling of all issues, incidents, and problems in accordance with mutually-agreed upon escalation or dispute resolution procedures, including the provision of a detailed communication plan to the affected parties;
- g. acknowledgement of all correspondence and inquiries via e-mail within two (2) hours of receipt, including an estimated time of resolution, and the resolution of any problems or inquiries regarding the direct reconciliation of a Participant's transactions and transfers to the settlement bank account or any other payment transaction involving the Contractor within three (3) Business Days of the original inquiry;
- h. the undertaking of any research request initiated by the Department's or Local Government Participant's designated staff members (whose names will be provided electronically to the Contractor), at no charge to the Department or Local Government Participant;
- i. a self-help portal that accommodates support services; and
- j. weekly consultations with the Department to discuss outstanding issues, status of projects, and deliverables.

8.2. Product and Service Consultations. Product and Service Consultations shall include:

- a. notification to the Department of any Agency Participant request for additional services or modifications to existing services (the Contractor shall take no action regarding the Agency Participant's requested changes without prior authorization from the Department and shall notify the Department via e-mail of any request made by Department personnel other than those on the approved list);
- b. for additional services, new equipment, or modification to existing services, onsite consultations at the Department's request and at no charge to the Department or Participants;
- c. informing the Department and Participants of efficiencies that may reduce expenses; and

- d. informing the Department and Participants of new or advanced technology innovations.

8.3. Participant Training. Participant training shall include, at no expense to the Department or Participants:

- a. at the Department's request, the provision of training to the Department and Participants a maximum of six (6) times per year (this training may be accomplished via conference calls or webinars, may be scheduled by the Contractor or made available on demand, and shall be provided for all facets and areas of the e-Payment Processing Options);
- b. a program that keeps the Department and Participants informed and up-to-date on current Payment Card brand regulations, PCI data security standards, and State and federal e-Payment regulations;
- c. curriculum to meet the specific needs of each individual Participant;
- d. training on POS equipment and software installation and use; and
- e. a tutorial of the reporting tools.

9. Data and System Requirements.

9.1. Data Accuracy. The Contractor shall maintain an accuracy level of at least 99.9999% for all e-Payment transactions processed or transmitted. This means that fewer than .0001% of the transactions contain errors that are fatal to the completion of processing. The Contractor shall provide the Department with a monthly report containing data accuracy levels, within thirty (30) Calendar Days after the last day of the month.

9.2. Contractor Systems Availability and Maintenance. The Contractor shall provide, without interruption, twenty-four (24) hours a day, seven (7) days a week, availability to process e-Payments. [Routine maintenance windows will be determined during negotiations. The routine maintenance windows must be between the hours of 12:00 AM and 6:00 AM ET.]

- a. The Contractor shall ensure that the latency (i.e., round-trip time starting with the Contractor's receipt of a transaction request and ending with output of the result from the Contractor's system) for each transaction is less than or equal to five (5) seconds for 99.99% of the transactions performed for a Participant in a Calendar Day. If the performance falls below this requirement, the Contractor shall restore the performance to the required level within eight (8) hours of notification from the Department or a Participant.
- b. The Contractor shall provide the Department and Participants a routine maintenance schedule on an annual basis.

- c. The Contractor shall provide the Department and Participants thirty (30) Calendar Days' email notice of routine software repairs and service modifications that are required to maintain and support operations as a part of the normal course of business.
- d. The Contractor shall provide the Department and Participants with twelve (12) months' written notice for changes to technology or software (other than Core Platforms) that is utilized by Participants. Additionally, if the Contractor knows the technological changes are of a nature that will impact the Department's or Participants' applications, the notice must so indicate.

9.3. Participant Project Development and Testing Environments. The Contractor's Core Platforms shall support a separate Participant development environment and a user acceptance test environment that is uniquely accessible for each Participant. The test environment shall mirror the production environment, including all external connections, firewalls, and number of server environments. The Contractor shall support testing in phases that ensure operability and desired results in unit, system, and acceptance testing to meet targeted production dates. The Contractor shall also provide Participants with test Payment Cards and eCheck accounts to use in the test environment.

9.4. Web Application Standards. The Contractor shall use secure web application standards specific to web-based technology for application interface standards. The Contractor shall provide an annual certification letter, due on the anniversary of the first Go-Live Date, stating that its program interfaces use secure web application standards.

9.5. Programming Resources. The Contractor shall provide any programming resources necessary to ensure that data files provided by the Contractor remain compatible with the Department's and Participants' systems.

10. Data Security Requirements.

The following requirements are in addition to the requirements set forth in Addendum B, Data Security Requirements.

10.1. Data Security. The Contractor shall assist each Participant, including the Participant's third-party contractors, with utilizing security protocols that safeguard the confidentiality and integrity of information in compliance with PCI DSS. The Contractor shall operate and manage systems as follows:

- a. **PCI DSS Certification and Compliance.** With regard to all data (but particularly cardholder information data) transmitted and processed under this

Contract, the Contractor shall ensure: 1) compliance with PCI DSS, Payment Card brand regulations, and State and federal laws; and 2) that the entity responsible for safeguarding such data is PCI DSS certified. In addition, the Contractor shall: 1) maintain PCI DSS compliance and provide the PCI AOC to the Department within thirty (30) Calendar Days of its issuance; and 2) ensure that all e-Payment Processing Options are in compliance with PCI DSS.

- b. PCI Support Staff.** At no charge to the Department or Participants, the Contractor shall provide support and compliance staff with experience with PCI requirements to assist the Department and Participants in complying with current and future PCI requirements. These services shall include, at a minimum:
 - i.** The Contractor's participation in PCI-related meetings and conference calls at the request of the Department or Participants.
 - ii.** Providing a PCI awareness program to educate and inform Participants of the critical nature of PCI.
 - iii.** Providing notification to the Department and Participants within thirty (30) Calendar Days of the Contractor becoming aware of any changes or clarifications to the PCI DSS.

10.2. Security Audit. Within thirty (30) Calendar Days after the anniversary of the Effective Date, and yearly thereafter, the Contractor shall provide the Department with a security audit conducted by a third party at the Contractor's expense. The security audit must include an evaluation of the Contractor's systems management and security. The audit shall also provide information on the following:

- a.** security and PCI DSS being applied;
- b.** list of Subcontractors responsible for security (not including independent contractors working for the Contractor solely in a staff augmentation role);
- c.** methods used to safeguard confidential data during collection, during transmission, and at rest (including authentication protocol);
- d.** data backup procedures and schedules; and
- e.** data archiving and retrieval procedures, including methods used to periodically test these procedures.

10.3. Core Platforms Security and Breach. The Contractor shall ensure that use of the Core Platforms is restricted to authorized persons and have internal controls to monitor, detect, record, prevent, and minimize unauthorized activity. The Contractor shall notify the Department within twenty-four (24) hours of the discovery of any suspected unauthorized activity, and notify the Department and affected Participants of any verified unauthorized activity within four (4) hours of any Core Platform breaches that have occurred, any incident in which Confidential

Information might have been exposed, or any compromise in the Contractor's ability to provide services under this Contract. The Contractor shall provide staff to monitor, respond, and assist in mitigating the Participants' liability in the event of a data breach. The Contractor shall reimburse the Participants for any expenses incurred for notification or remediation of any security breach.

10.4. Optional Methods of Protection. The Contractor shall make available the following options to Participants to protect Payment Card information and meet PCI DSS compliance mandates:

- a. Truncation:** The ability to eliminate all digits of a Payment Card number except for the last four to six (4-6) digits.
- b. Hashing:** The ability to transform Payment Card numbers into a shorter, fixed-length value.
- c. Encryption:** The ability to transform Payment Card information, by applying mathematically proven cryptographic methods, into unreadable data unless explicitly allowed.
- d. Tokenization:** The ability to replace persistent Payment Card information in applications and databases with a token that can only be exchanged with a Payment Card number when it is required at the time of transmission or upon authorization.

11. Disaster Recovery.

11.1. Disaster Recovery Plan. Within thirty (30) Calendar Days of the Contract Effective Date, the Contractor shall provide the Department with a disaster recovery plan that ensures business continuity for the Department and Participants. The Contractor shall provide the Department with an updated plan yearly thereafter. The plan must provide for full restoration of e-Payment Processing Options within six (6) hours of any disaster event and must include:

- a.** a schedule of disaster recovery plan testing;
- b.** Contractor and Subcontractor roles and responsibilities;
- c.** Participants' involvement in the testing;
- d.** how Participants' data is secured in the event of a disaster;
- e.** how the Department and Participants will be notified in the event of a disaster;
- f.** a restoration timeline to include the ability to resume standard payment services within six (6) hours;
- g.** how often Participant data is backed up and a data backup schedule; and
- h.** a detailed report describing test results and remedies.

- 11.2. Key Managers.** The Contractor shall provide the names of at least two (2) key managers and their support staff whom the Department or Participants can contact during a disaster, along with their e-mail addresses and regular and emergency telephone numbers. Two (2) back-up contacts for each position shall also be provided. The Contractor shall notify the Department of any changes to these persons within ten (10) Business Days of the change.
- 11.3. Offsite Data Storage Facilities.** The Contractor shall have offsite data storage facilities that provide mirrored, redundant processing to support disaster transaction processing for e-Payments. The Contractor shall provide the locations of these facilities to the Department.
- 11.4. Updating Disaster Recovery Plans.** At no additional cost, the Contractor shall update disaster recovery plans and provide the updates to the Department and Participants within sixty (60) Calendar Days of local, state, or federal laws, rules, or regulations that impact the disaster recovery plan.
- 11.5. Disaster Testing.** Deficiencies revealed in disaster testing shall be provided to the Department in a report showing that the deficiencies were resolved and changes implemented within thirty (30) Calendar Days of the test date. If testing reveals a possible interruption of service or loss of data, changes shall be made within twenty-four (24) hours of identified deficiencies. The Department reserves the right to send personnel to observe disaster testing, at the State's expense.

12. Payment Provisions.

- 12.1. Invoicing and Compensation.** The Contractor shall provide each Participant with a monthly invoice that contains the details of all charges for the services provided to the Participant that month. The Contractor shall invoice no later than the 30th of the following month. Other than in its capacity as a Participant and for custom reports, the Contractor shall not bill the Department for any services related to this Contract. When billing the Department for custom reports, the Contractor shall provide the Department with an invoice no later than the 30th of the month following the month the report was provided. Billing shall be available at each Merchant ID, terminal ID, or Participant-Level to enable the Participant to identify associated expenses. The compensation for this Contract is stated in Attachment 3, Price Response. All invoices must be in sufficient detail for a proper pre-audit and post-audit to be performed.

12.2. Expenses. The Contractor will not be compensated for any separate expenses or travel.

13. Deliverables.

The Contractor shall provide the following deliverables:

<p>Deliverable No. 1: Completion of the Project. Due Date: March 31, 2021. Performance Standards: In accordance with Section 5.1, Initial Participant Transition (i.e., the Project). Financial Consequences: \$10,000.00 per Business Day that the Project remains uncompleted after June 22, 2021.</p>
<p>Deliverable No. 2: Project Closeout. Due Date: Upon completion of each Participant transition. Performance Standards: In accordance with Section 5.1.i., Project Closeout. Financial Consequences: \$100.00 per Business Day that the Project closeout summary is late.</p>
<p>Deliverable No. 3: Provision of the Core Platforms. Due Date: Ongoing, upon first Go-Live Date. Performance Standards: In accordance with Section 4, Core Platforms. Financial Consequences: If a Core Platform is not able to accept and process e-Payments for more than six (6) hours in a twenty-four (24) hour period, the Contractor will be assessed, per affected Participant, \$1,000.00 per hour thereafter that the Core Platform is not available until the Core Platform has been available without interruption for seven (7) Calendar Days.</p>
<p>Deliverable No. 4: Availability and Latency of Contractor Systems. Due Date: Ongoing, upon first Go-Live Date. Performance Standards: In accordance with Section 9.2, Contractor Systems Availability and Maintenance. Financial Consequences: 1. If the Contractor fails to provide the Department and Participants with thirty (30) Calendar Days' email notice of routine software repairs and service modifications, \$250.00 per Calendar Day that the notice was late. 2. If performance degradation has not been restored within eight (8) hours of notification by the Department or a Participant, \$1,000.00 per Calendar Day per affected Participant.</p>
<p>Deliverable No. 5: Provision of Development and User Acceptance Test Environment. Due Date: Ongoing, upon Effective Date. Performance Standards: In accordance with Section 9.3, Participant Project Testing Environment. Financial Consequences: \$500.00 per Business Day for each Participant for which the development or test environment is unavailable.</p>
<p>Deliverable No. 6: Provision of Additional Participant Implementations and Transitions. Due Date: Ongoing. Performance Standards: In accordance with Section 5.2, Additional Participant Implementations and Transitions (Ongoing).</p>

<p>Financial Consequences: At the Contractor’s expense, provision of a corrective action plan if a milestone in the Project Management Plan is missed. For Agency Participants, the corrective action plan must be submitted to the Agency Participant and Department and must be mutually agreed upon by the Agency Participant, Department, and Contractor. For Local Government Participants, the corrective action plan must be submitted to the Local Government Participant and must be mutually agreed upon by the Local Government Participant and Contractor.</p>
<p>Deliverable No. 7: Provision of POS Equipment and Software. Due Date: Ongoing, upon first Go-Live Date. Performance Standards: In accordance with Section 6.2.b., POS. Financial Consequences: \$500.00 per Business Day, per affected Participant if the Contractor has not provided PCI DSS compliant POS equipment and software, or has not repaired or replaced equipment and software within twenty-four (24) hours of email notice of failure.</p>
<p>Deliverable No. 8: Deposit of e-Payments into Participant’s Depository Account. Due Date: Ongoing, upon first Go-Live Date. Performance Standards: In accordance with Section 6.5, Payment Settlement and Deposit. Financial Consequences: For each Business Day the Contractor is unable to settle payments within forty-eight (48) hours of authorization into a Participant’s Depository Account, 1% of the average e-Payment receipts for each affected Participant (based on the previous three (3) month’s average daily e-Payment receipt total for the affected Participant) per Business Day that the settlement is delayed, plus lost interest earnings (with the lost interest earnings for Agency Participants being credited to the Department).</p>
<p>Deliverable No. 9: Provision of Reporting and Query Tools. Due Date: Ongoing. Performance Standards: In accordance with Section 7, Reporting and Query Requirements. Financial Consequences: \$250.00 per Calendar Day that the Contractor's reporting and query tools are not available beginning forty-eight (48) hours after the Contractor is notified of the unavailability by the Department or a Participant.</p>
<p>Deliverable No. 10: Provision of Support Services. Due Date: Ongoing. Performance Standards: In accordance with Section 8.1, Support Services. Financial Consequences: If acknowledgement of a correspondence or inquiry has not occurred within four (4) Business Hours of receipt or a resolution has not been implemented within three (3) Business Days, \$250.00 per incident shall be assessed, with the assessment being credited to the entity that sent the correspondence or inquiry.</p>
<p>Deliverable No. 11: Provision of Consultations and Training. Due Date: Ongoing. Performance Standards: In accordance with Section 8.2, Product and Service Consultations, and Section 8.3, Participant Training. Financial Consequences: At the Contractor’s expense, provision of a corrective action plan if a requested consultation or training is not provided. The corrective action plan must be mutually agreed upon by the Department and Contractor.</p>
<p>Deliverable No. 12: Maintenance of Data Security and Provision of Security Audit.</p>

<p>Due Date: Ongoing.</p> <p>Performance Standards: In accordance with Section 10.1, Data Security, and Section 10.2, Security Audit.</p> <p>Financial Consequences: \$5,000.00 per Business Day that the Contractor is out of compliance with PCI DSS.</p>
<p>Deliverable No. 13: Maintenance of Data Accuracy Level.</p> <p>Due Date/Review Cycle: Ongoing, upon first Go-Live Date.</p> <p>Performance Standards: In accordance with Section 9.1, Data Accuracy.</p> <p>Financial Consequences: For each Business Day that the monthly report is late, \$250.00. If the Contractor's accuracy level falls below 99.9999% for two (2) or more consecutive months, \$1,000.00 per each .0001% below the required level, per each consecutive month after the first.</p>
<p>Deliverable No. 14: eCheck Returns and Payment Card Chargebacks, Refunds, and Adjustments.</p> <p>Due Date/Review Cycle: Ongoing, upon Contract execution.</p> <p>Performance Standards: In accordance with Section 6.7, eCheck Returns and Payment Card Chargebacks, Refunds, and Adjustments.</p> <p>Financial Consequences: \$500.00 per Business Day, per affected Participant shall be assessed if the Contractor does not provide ACH return information or chargeback services for a period longer than twenty-four (24) hours.</p>
<p>Deliverable No. 15: Disaster Recovery Plan.</p> <p>Due Date/Review Cycle: Thirty (30) Calendar Days after Contract Effective Date and yearly thereafter.</p> <p>Performance Standards: In accordance with Section 11, Disaster Recovery.</p> <p>Financial Consequences: \$250.00 per Business Day that the initial disaster recovery plan or yearly update thereto is late.</p>

Financial consequences for Deliverable Nos. 2, 3, 5, 6, 7, 8, 11, and 14, and the second financial consequence for Deliverable No. 4, will be applied by the affected Participant (other than the lost interest earnings for Agency Participants on Deliverable No. 8, which will be applied by the Department). Financial consequences for all other deliverables will be applied by the Department.

14. Miscellaneous Contract Terms

14.1. PUR 1000. The following provisions found in PUR 1000, available at http://dms.myflorida.com/business_operations/state_purchasing/documents_forms_references_resources/purchasing_forms, are not applicable to this Contract:

- a. Section 2. Purchase Orders;
- b. Section 3. Product Version;
- c. Section 4. Price Changes Applicable only to Term Contracts, subsections (b), Best Pricing Offer, and (e), Equitable Adjustment;
- d. Section 5. Additional Quantities;
- e. Section 6. Packaging;

- f. Section 8. Safety Standards;
- g. Section 11. Transportation and Delivery;
- h. Section 12. Installation;
- i. Section 20. Limitation of Liability;
- j. Section 27. Purchase Order Duration;
- k. Section 29. Assignment;
- l. Section 31. Dispute Resolution;
- m. Section 32. Employees, Subcontractors, and Agents;
- n. Section 38. Notices;
- o. Section 39. Leases and Installment Purchases; and
- p. Section 43. Cooperative Purchasing.

14.2. Bonds.

The bonds listed below must be issued by an entity authorized to issue the bond in the State. The Contractor shall not change, cancel, or alter the bonds without express approval by the Department. The Contractor shall provide verification of the existence of the bonds in the same manner provided for verification of insurance policies set forth in Section 10.c. of Attachment 1, Standard Terms and Conditions. The amount of the bonds maintained by the Contractor will not be interpreted as limiting the Contractor's liability and obligations under the Contract and Participation Agreements. In the event that either bond is cancelled by the issuer for any reason, the Contractor shall immediately notify the Department of such cancellation and shall obtain a replacement that conforms to the requirements herein. The Contractor shall provide proof of such replacement within fifteen (15) Business Days after the cancellation.

- a. **Fidelity Bond.** The Contractor, at its sole expense, shall maintain a fidelity bond in the amount of \$10,000,000 at all times during the duration of the Contract, or otherwise provide protection satisfactory to the Department. Among other things, the bond must insure against computer crimes. The bond must provide coverage against intentional acts and negligent acts or omissions in connection with the activities performed under the Contract.
- b. **Performance Bond.** The Contractor, at its sole expense, shall maintain a performance bond in the amount of \$10,000,000 from the Contract Effective Date until completion of the Project. The bond must guarantee the Contractor's performance of the Project in accordance with the terms set forth in the Contract and the Contractor's financial obligations and liabilities to the Department if an Event of Default occurs before completion of the Project and the Event of Default is not cured to the Department's reasonable satisfaction within thirty (30) Calendar Days' after the Contractor was given written notice of the Event of Default. The Department must be named as the sole beneficiary of the bond, and the bond must provide that the amount of the bond will be

paid directly to the Department immediately upon the issuer's receipt of the Department's written demand for payment.

**DEPARTMENT OF FINANCIAL SERVICES
PUR 1000**

ATTACHMENT 4

**State of Florida
PUR 1000
General Contract Conditions**

Contents

1. Definitions.
2. Purchase Orders.
3. Product Version.
4. Price Changes Applicable only to Term Contracts.
5. Additional Quantities.
6. Packaging.
7. Inspection at Contractor's Site.
8. Safety Standards.
9. Americans with Disabilities Act.
10. Literature.
11. Transportation and Delivery.
12. Installation.
13. Risk of Loss.
14. Transaction Fee.
15. Invoicing and Payment.
16. Taxes.
17. Governmental Restrictions.
18. Lobbying and Integrity.
19. Indemnification.
20. Limitation of Liability.
21. Suspension of Work.
22. Termination for Convenience.
23. Termination for Cause.
24. Force Majeure, Notice of Delay, and No Damages for Delay.
25. Changes.
26. Renewal.
27. Purchase Order Duration.
28. Advertising.
29. Assignment.
30. Antitrust Assignment
31. Dispute Resolution.
32. Employees, Subcontractors, and Agents.
33. Security and Confidentiality.
34. Contractor Employees, Subcontractors, and Other Agents.
35. Insurance Requirements.

36. Warranty of Authority.
37. Warranty of Ability to Perform.
38. Notices.
39. Leases and Installment Purchases.
40. Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE).
41. Products Available from the Blind or Other Handicapped.
42. Modification of Terms.
43. Cooperative Purchasing.
44. Waiver.
45. Annual Appropriations.
46. Execution in Counterparts.
47. Severability.

1. Definitions. The definitions contained in s. 60A-1.001, F.A.C. shall apply to this agreement. The following additional terms are also defined:

- (a) “Contract” means the legally enforceable agreement that results from a successful solicitation. The parties to the Contract will be the Customer and Contractor.
- (b) “Customer” means the State agency or other entity identified in a contract as the party to receive commodities or contractual services pursuant to a contract or that orders commodities or contractual services via purchase order or other contractual instrument from the Contractor under the Contract. The “Customer” may also be the “Buyer” as defined in the PUR 1001 if it meets the definition of both terms.
- (c) “Product” means any deliverable under the Contract, which may include commodities, services, technology or software.
- (d) “Purchase order” means the form or format a Customer uses to make a purchase under the Contract (e.g., a formal written purchase order, electronic purchase order, procurement card, contract or other authorized means).

2. Purchase Orders. In contracts where commodities or services are ordered by the Customer via purchase order, Contractor shall not deliver or furnish products until a Customer transmits a purchase order. All purchase orders shall bear the Contract or solicitation number, shall be placed by the Customer directly with the Contractor, and shall be deemed to incorporate by reference the Contract and solicitation terms and conditions. Any discrepancy between the Contract terms and the terms stated on the Contractor’s order form, confirmation, or acknowledgement shall be resolved in favor of terms most favorable to the Customer. A purchase order for services within the ambit of section 287.058(1) of the Florida Statutes shall be deemed to incorporate by reference the requirements of subparagraphs (a) through (f) thereof. Customers shall designate a contract manager and a contract administrator as required by subsections 287.057(15) and (16) of the Florida Statutes.

- 3. Product Version.** Purchase orders shall be deemed to reference a manufacturer's most recently release model or version of the product at the time of the order, unless the Customer specifically requests in writing an earlier model or version and the contractor is willing to provide such model or version.
- 4. Price Changes Applicable only to Term Contracts.** If this is a term contract for commodities or services, the following provisions apply.
- (a) Quantity Discounts. Contractors are urged to offer additional discounts for one time delivery of large single orders. Customers should seek to negotiate additional price concessions on quantity purchases of any products offered under the Contract. State Customers shall document their files accordingly.
 - (b) Best Pricing Offer. During the Contract term, if the Customer becomes aware of better pricing offered by the Contractor for substantially the same or a smaller quantity of a product outside the Contract, but upon the same or similar terms of the Contract, then at the discretion of the Customer the price under the Contract shall be immediately reduced to the lower price.
 - (c) Sales Promotions. In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period. A Contractor shall submit to the Contract Specialist documentation identifying the proposed (1) starting and ending dates of the promotion, (2) products involved, and (3) promotional prices compared to then-authorized prices. Promotional prices shall be available to all Customers. Upon approval, the Contractor shall provide conspicuous notice of the promotion.
 - (d) Trade-In. Customers may trade-in equipment when making purchases from the Contract. A trade-in shall be negotiated between the Customer and the Contractor. Customers are obligated to actively seek current fair market value when trading equipment, and to keep accurate records of the process. For State agencies, it may be necessary to provide documentation to the Department of Financial Services and to the agency property custodian pursuant to Chapter 273, F.S.
 - (e) Equitable Adjustment. The Customer may, in its sole discretion, make an equitable adjustment in the Contract terms or pricing if pricing or availability of supply is affected by extreme and unforeseen volatility in the marketplace, that is, by circumstances that satisfy all the following criteria: (1) the volatility is due to causes wholly beyond the Contractor's control, (2) the volatility affects the marketplace or industry, not just the particular Contract source of supply, (3) the effect on pricing or availability of supply is substantial, and (4) the volatility so affects the Contractor that continued performance of the Contract would result in a substantial loss.
- 5. Additional Quantities.** For a period not exceeding ninety (90) days from the date of solicitation award, the Customer reserves the right to acquire additional quantities up to the

amount shown on the solicitation but not to exceed the threshold for Category Two at the prices submitted in the response to the solicitation.

- 6. Packaging.** Tangible product shall be securely and properly packed for shipment, storage, and stocking in appropriate, clearly labeled, shipping containers and according to accepted commercial practice, without extra charge for packing materials, cases, or other types of containers. All containers and packaging shall become and remain Customer's property.
- 7. Inspection at Contractor's Site.** The Customer reserves the right to inspect, at any reasonable time with prior notice, the equipment or product or plant or other facilities of a Contractor to assess conformity with Contract requirements and to determine whether they are adequate and suitable for proper and effective Contract performance.
- 8. Safety Standards.** All manufactured items and fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate State inspector. Acceptability customarily requires, at a minimum, identification marking of the appropriate safety standard organization, where such approvals of listings have been established for the type of device offered and furnished, for example: the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and/or National Electrical Manufacturers' Association for electrically operated assemblies; and the American Gas Association for gas-operated assemblies. In addition, all items furnished shall meet all applicable requirements of the Occupational Safety and Health Act and state and federal requirements relating to clean air and water pollution.
- 9. Americans with Disabilities Act.** Contractors should identify any products that may be used or adapted for use by visually, hearing, or other physically impaired individuals.
- 10. Literature.** Upon request, the Contractor shall furnish literature reasonably related to the product offered, for example, user manuals, price schedules, catalogs, descriptive brochures, etc.
- 11. Transportation and Delivery.** Prices shall include all charges for packing, handling, freight, distribution, and inside delivery. Transportation of goods shall be FOB Destination to any point within thirty (30) days after the Customer places an Order. A Contractor, within five (5) days after receiving a purchase order, shall notify the Customer of any potential delivery delays. Evidence of inability or intentional delays shall be cause for Contract cancellation and Contractor suspension.
- 12. Installation.** Where installation is required, Contractor shall be responsible for placing and installing the product in the required locations at no additional charge, unless otherwise designated on the Contract or purchase order. Contractor's authorized product and price list shall clearly and separately identify any additional installation charges. All materials used in the installation shall be of good quality and shall be free of defects that would diminish the appearance of the product or render it structurally or operationally unsound. Installation

includes the furnishing of any equipment, rigging, and materials required to install or replace the product in the proper location. Contractor shall protect the site from damage and shall repair damages or injury caused during installation by Contractor or its employees or agents. If any alteration, dismantling, excavation, etc., is required to achieve installation, the Contractor shall promptly restore the structure or site to its original condition. Contractor shall perform installation work so as to cause the least inconvenience and interference with Customers and with proper consideration of others on site. Upon completion of the installation, the location and surrounding area of work shall be left clean and in a neat and unobstructed condition, with everything in satisfactory repair and order.

13. Risk of Loss. Matters of inspection and acceptance are addressed in s. 215.422, F.S. Until acceptance, risk of loss or damage shall remain with the Contractor. The Contractor shall be responsible for filing, processing, and collecting all damage claims. To assist the Contractor with damage claims, the Customer shall: record any evidence of visible damage on all copies of the delivering carrier's Bill of Lading; report damages to the carrier and the Contractor; and provide the Contractor with a copy of the carrier's Bill of Lading and damage inspection report. When a Customer rejects a product, Contractor shall remove it from the premises within ten days after notification or rejection. Upon rejection notification, the risk of loss of rejected or non-conforming product shall remain with the Contractor. Rejected product not removed by the Contractor within ten days shall be deemed abandoned by the Contractor, and the Customer shall have the right to dispose of it as its own property. Contractor shall reimburse the Customer for costs and expenses incurred in storing or effecting removal or disposition of rejected product.

14. Transaction Fee. The State of Florida has instituted MyFloridaMarketPlace, a statewide eProcurement System ("System"). Pursuant to section 287.057(23), Florida Statutes (2002), all payments shall be assessed a Transaction Fee of one percent (1.0%), which the Contractor shall pay to the State, unless exempt pursuant to 60A-1.032, F.A.C.

For payments within the State accounting system (FLAIR or its successor), the Transaction Fee shall, when possible, be automatically deducted from payments to the Contractor. If automatic deduction is not possible, the Contractor shall pay the Transaction Fee pursuant to Rule 60A-1.031(2), F.A.C. By submission of these reports and corresponding payments, Contractor certifies their correctness. All such reports and payments shall be subject to audit by the State or its designee.

Contractor shall receive a credit for any Transaction Fee paid by the Contractor for the purchase of any item(s) if such item(s) are returned to the Contractor through no fault, act, or omission of the Contractor. Notwithstanding the foregoing, a Transaction Fee is non-refundable when an item is rejected or returned, or declined, due to the Contractor's failure to perform or comply with specifications or requirements of the agreement.

Failure to comply with these requirements shall constitute grounds for declaring the Contractor in default and recovering reprocurement costs from the Contractor in addition to all outstanding fees. **CONTRACTORS DELINQUENT IN PAYING TRANSACTION FEES MAY BE SUBJECT TO BEING REMOVED FROM THE DEPARTMENT OF**

MANAGEMENT SERVICES' VENDOR LIST AS PROVIDED IN RULE 60A-1.006, F.A.C.

- 15. Invoicing and Payment.** Invoices shall contain the Contract number, purchase order number if applicable, and the appropriate vendor identification number. The State may require any other information from the Contractor that the State deems necessary to verify any purchase order placed under the Contract.

At the State's option, Contractors may be required to invoice electronically pursuant to guidelines of the Department of Management Services. Current guidelines require that Contractor supply electronic invoices in lieu of paper-based invoices for those transactions processed through the system. Electronic invoices shall be submitted to the Customer through the Ariba Supplier Network (ASN) in one of the following mechanisms – EDI 810, cXML, or web-based invoice entry within the ASN.

Payment shall be made in accordance with sections 215.422 and 287.0585 of the Florida Statutes, which govern time limits for payment of invoices. Invoices that must be returned to a Contractor due to preparation errors will result in a delay in payment. Contractors may call (850) 413-7269 Monday through Friday to inquire about the status of payments by State Agencies. The Customer is responsible for all payments under the Contract. A Customer's failure to pay, or delay in payment, shall not constitute a breach of the Contract and shall not relieve the Contractor of its obligations to the Department or to other Customers.

- 16. Taxes.** The State does not pay Federal excise or sales taxes on direct purchases of tangible personal property. The State will not pay for any personal property taxes levied on the Contractor or for any taxes levied on employees' wages. Any exceptions to this paragraph shall be explicitly noted by the Customer in the special contract conditions section of the solicitation or in the Contract or purchase order.

- 17. Governmental Restrictions.** If the Contractor believes that any governmental restrictions have been imposed that require alteration of the material, quality, workmanship or performance of the products offered under the Contract, the Contractor shall immediately notify the Customer in writing, indicating the specific restriction. The Customer reserves the right and the complete discretion to accept any such alteration or to cancel the Contract at no further expense to the Customer.

- 18. Lobbying and Integrity.** Customers shall ensure compliance with Section 11.062, FS and Section 216.347, FS. The Contractor shall not, in connection with this or any other agreement with the State, directly or indirectly (1) offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for any State officer or employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or (2) offer, give, or agree to give to anyone any gratuity for the benefit of, or at the direction or request of, any State officer or employee. For purposes of clause (2), "gratuity" means any payment of more than nominal monetary value in the form of cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. Upon request of the Customer's Inspector General, or

other authorized State official, the Contractor shall provide any type of information the Inspector General deems relevant to the Contractor's integrity or responsibility. Such information may include, but shall not be limited to, the Contractor's business or financial records, documents, or files of any type or form that refer to or relate to the Contract. The Contractor shall retain such records for the longer of (1) three years after the expiration of the Contract or (2) the period required by the General Records Schedules maintained by the Florida Department of State (available at: <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/>). The Contractor agrees to reimburse the State for the reasonable costs of investigation incurred by the Inspector General or other authorized State official for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the State which results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to: salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for any costs of investigations that do not result in the Contractor's suspension or debarment.

19. Indemnification. The Contractor shall be fully liable for the actions of its agents, employees, partners, or subcontractors and shall fully indemnify, defend, and hold harmless the State and Customers, and their officers, agents, and employees, from suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to personal injury and damage to real or personal tangible property alleged to be caused in whole or in part by Contractor, its agents, employees, partners, or subcontractors, provided, however, that the Contractor shall not indemnify for that portion of any loss or damages proximately caused by the negligent act or omission of the State or a Customer.

Further, the Contractor shall fully indemnify, defend, and hold harmless the State and Customers from any suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to violation or infringement of a trademark, copyright, patent, trade secret or intellectual property right, provided, however, that the foregoing obligation shall not apply to a Customer's misuse or modification of Contractor's products or a Customer's operation or use of Contractor's products in a manner not contemplated by the Contract or the purchase order. If any product is the subject of an infringement suit, or in the Contractor's opinion is likely to become the subject of such a suit, the Contractor may at its sole expense procure for the Customer the right to continue using the product or to modify it to become non-infringing. If the Contractor is not reasonably able to modify or otherwise secure the Customer the right to continue using the product, the Contractor shall remove the product and refund the Customer the amounts paid in excess of a reasonable rental for past use. The customer shall not be liable for any royalties.

The Contractor's obligations under the preceding two paragraphs with respect to any legal action are contingent upon the State or Customer giving the Contractor (1) written notice of any action or threatened action, (2) the opportunity to take over and settle or defend any such action at Contractor's sole expense, and (3) assistance in defending the action at Contractor's sole expense. The Contractor shall not be liable for any cost, expense, or compromise incurred or made by the State or Customer in any legal action without the Contractor's prior written consent, which shall not be unreasonably withheld.

20. Limitation of Liability. For all claims against the Contractor under any contract or purchase order, and regardless of the basis on which the claim is made, the Contractor's liability under a contract or purchase order for direct damages shall be limited to the greater of \$100,000, the dollar amount of the contract or purchase order, or two times the charges rendered by the Contractor under the purchase order. This limitation shall not apply to claims arising under the Indemnity paragraph contain in this agreement.

Unless otherwise specifically enumerated in the Contract or in the purchase order, no party shall be liable to another for special, indirect, punitive, or consequential damages, including lost data or records (unless the contract or purchase order requires the Contractor to back-up data or records), even if the party has been advised that such damages are possible. No party shall be liable for lost profits, lost revenue, or lost institutional operating savings. The State and Customer may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them. The State may set off any liability or other obligation of the Contractor or its affiliates to the State against any payments due the Contractor under any contract with the State.

21. Suspension of Work. The Customer may in its sole discretion suspend any or all activities under the Contract or purchase order, at any time, when in the best interests of the State to do so. The Customer shall provide the Contractor written notice outlining the particulars of suspension. Examples of the reason for suspension include, but are not limited to, budgetary constraints, declaration of emergency, or other such circumstances. After receiving a suspension notice, the Contractor shall comply with the notice and shall not accept any purchase orders. Within ninety days, or any longer period agreed to by the Contractor, the Customer shall either (1) issue a notice authorizing resumption of work, at which time activity shall resume, or (2) terminate the Contract or purchase order. Suspension of work shall not entitle the Contractor to any additional compensation.

22. Termination for Convenience. The Customer, by written notice to the Contractor, may terminate the Contract in whole or in part when the Customer determines in its sole discretion that it is in the State's interest to do so. The Contractor shall not furnish any product after it receives the notice of termination, except as necessary to complete the continued portion of the Contract, if any. The Contractor shall not be entitled to recover any cancellation charges or lost profits.

23. Termination for Cause. The Customer may terminate the Contract if the Contractor fails to (1) deliver the product within the time specified in the Contract or any extension, (2) maintain adequate progress, thus endangering performance of the Contract, (3) honor any term of the Contract, or (4) abide by any statutory, regulatory, or licensing requirement. Rule 60A-1.006(3), F.A.C., governs the procedure and consequences of default. The Contractor shall continue work on any work not terminated. Except for defaults of subcontractors at any tier, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises from events completely beyond the control, and without the fault or negligence, of the Contractor. If the failure to perform is caused by the default of a

subcontractor at any tier, and if the cause of the default is completely beyond the control of both the Contractor and the subcontractor, and without the fault or negligence of either, the Contractor shall not be liable for any excess costs for failure to perform, unless the subcontracted products were obtainable from other sources in sufficient time for the Contractor to meet the required delivery schedule. If, after termination, it is determined that the Contractor was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Customer. The rights and remedies of the Customer in this clause are in addition to any other rights and remedies provided by law or under the Contract.

24. Force Majeure, Notice of Delay, and No Damages for Delay. The Contractor shall not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the Contractor or its employees or agents contributed to the delay and the delay is due directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the Contractor's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the Contractor. In case of any delay the Contractor believes is excusable, the Contractor shall notify the Customer in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) days after the cause that creates or will create the delay first arose, if the Contractor could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) days after the date the Contractor first had reason to believe that a delay could result. **THE FOREGOING SHALL CONSTITUTE THE CONTRACTOR'S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY.** Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages, other than for an extension of time, shall be asserted against the Customer. The Contractor shall not be entitled to an increase in the Contract price or payment of any kind from the Customer for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the Contractor shall perform at no increased cost, unless the Customer determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State or to Customers, in which case the Customer may (1) accept allocated performance or deliveries from the Contractor, provided that the Contractor grants preferential treatment to Customers with respect to products subjected to allocation, or (2) purchase from other sources (without recourse to and by the Contractor for the related costs and expenses) to replace all or part of the products that are the subject of the delay, which purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

25. Changes. The Customer may unilaterally require, by written order, changes altering, adding to, or deducting from the Contract specifications, provided that such changes are within the general scope of the Contract. The Customer may make an equitable adjustment in the Contract price or delivery date if the change affects the cost or time of performance. Such equitable adjustments require the written consent of the Contractor, which shall not be

unreasonably withheld. If unusual quantity requirements arise, the Customer may solicit separate bids to satisfy them.

26. Renewal. Upon mutual agreement, the Customer and the Contractor may renew the Contract, in whole or in part, for a period that may not exceed 3 years or the term of the contract, whichever period is longer. Any renewal shall specify the renewal price, as set forth in the solicitation response. The renewal must be in writing and signed by both parties, and is contingent upon satisfactory performance evaluations and subject to availability of funds.

27. Purchase Order Duration. Purchase orders issued pursuant to a state term or agency contract must be received by the Contractor no later than close of business on the last day of the contract's term to be considered timely. The Contractor is obliged to fill those orders in accordance with the contract's terms and conditions. Purchase orders received by the contractor after close of business on the last day of the state term or agency contract's term shall be considered void.

Purchase orders for a one-time delivery of commodities or performance of contractual services shall be valid through the performance by the Contractor, and all terms and conditions of the state term or agency contract shall apply to the single delivery/performance, and shall survive the termination of the Contract.

Contractors are required to accept purchase orders specifying delivery schedules exceeding the contracted schedule even when such extended delivery will occur after expiration of the state term or agency contract. For example, if a state term contract calls for delivery 30 days after receipt of order (ARO), and an order specifies delivery will occur both in excess of 30 days ARO and after expiration of the state term contract, the Contractor will accept the order. However, if the Contractor expressly and in writing notifies the ordering office within ten (10) calendar days of receipt of the purchase order that Contractor will not accept the extended delivery terms beyond the expiration of the state term contract, then the purchase order will either be amended in writing by the ordering entity within ten (10) calendar days of receipt of the contractor's notice to reflect the state term contract delivery schedule, or it shall be considered withdrawn.

The duration of purchase orders for recurring deliveries of commodities or performance of services shall not exceed the expiration of the state term or agency contract by more than twelve months. However, if an extended pricing plan offered in the state term or agency contract is selected by the ordering entity, the contract terms on pricing plans and renewals shall govern the maximum duration of purchase orders reflecting such pricing plans and renewals.

Timely purchase orders shall be valid through their specified term and performance by the Contractor, and all terms and conditions of the state term or agency contract shall apply to the recurring delivery/performance as provided herein, and shall survive the termination of the Contract.

Ordering offices shall not renew a purchase order issued pursuant to a state term or agency contract if the underlying contract expires prior to the effective date of the renewal.

- 28. Advertising.** Subject to Chapter 119, Florida Statutes, the Contractor shall not publicly disseminate any information concerning the Contract without prior written approval from the Customer, including, but not limited to mentioning the Contract in a press release or other promotional material, identifying the Customer or the State as a reference, or otherwise linking the Contractor's name and either a description of the Contract or the name of the State or the Customer in any material published, either in print or electronically, to any entity that is not a party to Contract, except potential or actual authorized distributors, dealers, resellers, or service representative.
- 29. Assignment.** The Contractor shall not sell, assign or transfer any of its rights, duties or obligations under the Contract, or under any purchase order issued pursuant to the Contract, without the prior written consent of the Customer. In the event of any assignment, the Contractor remains secondarily liable for performance of the contract, unless the Customer expressly waives such secondary liability. The Customer may assign the Contract with prior written notice to Contractor of its intent to do so.
- 30. Antitrust Assignment.** The Contractor and the State of Florida recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the State of Florida. Therefore, the contractor hereby assigns to the State of Florida any and all claims for such overcharges as to goods, materials or services purchased in connection with the Contract.
- 31. Dispute Resolution.** Any dispute concerning performance of the Contract shall be decided by the Customer's designated contract manager, who shall reduce the decision to writing and serve a copy on the Contractor. The decision shall be final and conclusive unless within twenty one (21) days from the date of receipt, the Contractor files with the Customer a petition for administrative hearing. The Customer's decision on the petition shall be final, subject to the Contractor's right to review pursuant to Chapter 120 of the Florida Statutes. Exhaustion of administrative remedies is an absolute condition precedent to the Contractor's ability to pursue any other form of dispute resolution; provided, however, that the parties may employ the alternative dispute resolution procedures outlined in Chapter 120.

Without limiting the foregoing, the exclusive venue of any legal or equitable action that arises out of or relates to the Contract shall be the appropriate state court in Leon County, Florida; in any such action, Florida law shall apply and the parties waive any right to jury trial.

- 32. Employees, Subcontractors, and Agents.** All Contractor employees, subcontractors, or agents performing work under the Contract shall be properly trained technicians who meet or exceed any specified training qualifications. Upon request, Contractor shall furnish a copy of technical certification or other proof of qualification. All employees, subcontractors, or agents performing work under the Contract must comply with all security and administrative requirements of the Customer and shall comply with all controlling laws and regulations

relevant to the services they are providing under the Contract. The State may conduct, and the Contractor shall cooperate in, a security background check or otherwise assess any employee, subcontractor, or agent furnished by the Contractor. The State may refuse access to, or require replacement of, any personnel for cause, including, but not limited to, technical or training qualifications, quality of work, change in security status, or non-compliance with a Customer's security or other requirements. Such approval shall not relieve the Contractor of its obligation to perform all work in compliance with the Contract. The State may reject and bar from any facility for cause any of the Contractor's employees, subcontractors, or agents.

33. Security and Confidentiality. The Contractor shall comply fully with all security procedures of the United States, State of Florida and Customer in performance of the Contract. The Contractor shall not divulge to third parties any confidential information obtained by the Contractor or its agents, distributors, resellers, subcontractors, officers or employees in the course of performing Contract work, including, but not limited to, security procedures, business operations information, or commercial proprietary information in the possession of the State or Customer. The Contractor shall not be required to keep confidential information or material that is publicly available through no fault of the Contractor, material that the Contractor developed independently without relying on the State's or Customer's confidential information, or material that is otherwise obtainable under State law as a public record. To insure confidentiality, the Contractor shall take appropriate steps as to its personnel, agents, and subcontractors. The warranties of this paragraph shall survive the Contract.

34. Contractor Employees, Subcontractors, and Other Agents. The Customer and the State shall take all actions necessary to ensure that Contractor's employees, subcontractors and other agents are not employees of the State of Florida. Such actions include, but are not limited to, ensuring that Contractor's employees, subcontractors, and other agents receive benefits and necessary insurance (health, workers' compensations, and unemployment) from an employer other than the State of Florida.

35. Insurance Requirements. During the Contract term, the Contractor at its sole expense shall provide commercial insurance of such a type and with such terms and limits as may be reasonably associated with the Contract. Providing and maintaining adequate insurance coverage is a material obligation of the Contractor. Upon request, the Contractor shall provide certificate of insurance. The limits of coverage under each policy maintained by the Contractor shall not be interpreted as limiting the Contractor's liability and obligations under the Contract. All insurance policies shall be through insurers authorized or eligible to write policies in Florida.

36. Warranty of Authority. Each person signing the Contract warrants that he or she is duly authorized to do so and to bind the respective party to the Contract.

37. Warranty of Ability to Perform. The Contractor warrants that, to the best of its knowledge, there is no pending or threatened action, proceeding, or investigation, or any other legal or financial condition, that would in any way prohibit, restrain, or diminish the Contractor's ability to satisfy its Contract obligations. The Contractor warrants that neither it

nor any affiliate is currently on the convicted vendor list maintained pursuant to section 287.133 of the Florida Statutes, or on any similar list maintained by any other state or the federal government. The Contractor shall immediately notify the Customer in writing if its ability to perform is compromised in any manner during the term of the Contract.

38. Notices. All notices required under the Contract shall be delivered by certified mail, return receipt requested, by reputable air courier service, or by personal delivery to the agency designee identified in the original solicitation, or as otherwise identified by the Customer. Notices to the Contractor shall be delivered to the person who signs the Contract. Either designated recipient may notify the other, in writing, if someone else is designated to receive notice.

39. Leases and Installment Purchases. Prior approval of the Chief Financial Officer (as defined in Section 17.001, F.S.) is required for State agencies to enter into or to extend any lease or installment-purchase agreement in excess of the Category Two amount established by section 287.017 of the Florida Statutes.

40. Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE). Section 946.515(2), F.S. requires the following statement to be included in the solicitation: "It is expressly understood and agreed that any articles which are the subject of, or required to carry out, the Contract shall be purchased from the corporation identified under Chapter 946 of the Florida Statutes (PRIDE) in the same manner and under the same procedures set forth in section 946.515(2) and (4) of the Florida Statutes; and for purposes of the Contract the person, firm, or other business entity carrying out the provisions of the Contract shall be deemed to be substituted for the agency insofar as dealings with such corporation are concerned." Additional information about PRIDE and the products it offers is available at <http://www.pridefl.com>.

41. Products Available from the Blind or Other Handicapped. Section 413.036(3), F.S. requires the following statement to be included in the solicitation: "It is expressly understood and agreed that any articles that are the subject of, or required to carry out, this contract shall be purchased from a nonprofit agency for the Blind or for the Severely Handicapped that is qualified pursuant to Chapter 413, Florida Statutes, in the same manner and under the same procedures set forth in section 413.036(1) and (2), Florida Statutes; and for purposes of this contract the person, firm, or other business entity carrying out the provisions of this contract shall be deemed to be substituted for the State agency insofar as dealings with such qualified nonprofit agency are concerned." Additional information about the designated nonprofit agency and the products it offers is available at <http://www.respectofflorida.org>.

42. Modification of Terms. The Contract contains all the terms and conditions agreed upon by the parties, which terms and conditions shall govern all transactions between the Customer and the Contractor. The Contract may only be modified or amended upon mutual written agreement of the Customer and the Contractor. No oral agreements or representations shall be valid or binding upon the Customer or the Contractor. No alteration or modification of the Contract terms, including substitution of product, shall be valid or binding against the Customer. The Contractor may not unilaterally modify the terms of the Contract by affixing

additional terms to product upon delivery (e.g., attachment or inclusion of standard preprinted forms, product literature, “shrink wrap” terms accompanying or affixed to a product, whether written or electronic) or by incorporating such terms onto the Contractor’s order or fiscal forms or other documents forwarded by the Contractor for payment. The Customer’s acceptance of product or processing of documentation on forms furnished by the Contractor for approval or payment shall not constitute acceptance of the proposed modification to terms and conditions.

43. Cooperative Purchasing. Pursuant to their own governing laws, and subject to the agreement of the Contractor, other entities may be permitted to make purchases at the terms and conditions contained herein. Non-Customer purchases are independent of the agreement between Customer and Contractor, and Customer shall not be a party to any transaction between the Contractor and any other purchaser.

State agencies wishing to make purchases from this agreement are required to follow the provisions of s. 287.042(16)(a), F.S. This statute requires the Department of Management Services to determine that the requestor’s use of the contract is cost-effective and in the best interest of the State.

44. Waiver. The delay or failure by the Customer to exercise or enforce any of its rights under this Contract shall not constitute or be deemed a waiver of the Customer’s right thereafter to enforce those rights, nor shall any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

45. Annual Appropriations. The State’s performance and obligation to pay under this contract are contingent upon an annual appropriation by the Legislature.

46. Execution in Counterparts. The Contract may be executed in counterparts, each of which shall be an original and all of which shall constitute but one and the same instrument.

47. Severability. If a court deems any provision of the Contract void or unenforceable, that provision shall be enforced only to the extent that it is not in violation of law or is not otherwise unenforceable and all other provisions shall remain in full force and effect.

**ATTACHMENT 5
AGENCY PARTICIPATION AGREEMENT
BETWEEN**

and

This Participation Agreement, effective as of the date last signed below, is entered into between _____ (Contractor) and _____ (Participant), an Agency Participant, in accordance with the contract (No. TR___) entered into between the Contractor and the Department of Financial Services (Department), together with the attachments thereto (e-Payment Collection and Processing Services Contract).

I. PARTICIPATION TERMS AND CONDITIONS

- A. Capitalized terms used in this Participation Agreement, other than those specifically defined herein, have the meanings prescribed in the e-Payment Collection and Processing Services Contract's Attachment 2, Statement of Work.
- B. By signing this Participation Agreement, the Participant and the Contractor agree to be bound by the terms of this Participation Agreement and the e-Payment Collection and Processing Services Contract in the performance of their obligations. By signing below, the Participant represents that a copy of the e-Payment Collection and Processing Services Contract has been provided or made available to it.
- C. The Participant hereby authorizes the Contractor to share with the Department any and all information (excluding a Customer's personally identifiable information) that the Contractor has or obtains pursuant to this Participation Agreement or the e-Payment Collection and Processing Services Contract.

II. PARTICIPANT'S INFORMATION

Any material provided by the Participant that is marked "Confidential" may only be used by the Contractor, Payment Card Organizations, or other necessary third parties to perform services under this Participation Agreement. At any reasonable time, the Contractor or any Payment Card Organization may audit the Participant's records relating to this Participation Agreement.

III. FEES TO BE PAID TO CONTRACTOR

Pricing for the services provided hereunder is set forth in the e-Payment Collection and Processing Services Contract's Attachment 3, Price Response. In accordance with the terms set forth in the e-Payment Collection and Processing Services Contract, invoicing will occur monthly.

IV. EFFECTIVE DATE AND TERMINATION

- A. Unless terminated earlier by either party, this Participation Agreement will remain in full force and effect until the earlier of (i) termination, cancellation, or expiration of the e-Payment Collection and Processing Services Contract or (ii) any date provided here:
_____.
- B. The Participant may terminate this Participation Agreement at any time by giving the Contractor ninety (90) days' written notice. Either party may terminate this Participation Agreement after a default by the other party, as provided in the e-Payment Collection and Processing Services Contract.

V. NOTICES AND REQUESTS

- A. See Section 40, Notices, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions, for details pertinent to the provision of "written notices" or notices "given in writing."
- B. Routine notices required by Addendum C, Selected Portions of the Contractor's BAFO, may be delivered by e-mail to the e-mail address specified in the addendum or, if not so specified therein, specified by the Contract Manager of the party receiving the notice.
- C. The Participant shall submit all requests for new services or POS equipment or supplies, or for replacement POS equipment or supplies, to the Department's Contract Manager via e-mail. If approved, the Department will initiate the request to the Contractor on behalf of the Participant.
- D. If the Participant has grounds for any claim, counterclaim, or dispute related to this Participation Agreement, it shall notify the Department so that the Department can proceed with the process outlined in Section 8, Dispute Resolution, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions. The Participant shall provide the Department with all information and assistance necessary to complete said process.
- E. The Participant shall copy the Department on all e-mails to the Contractor related to the Participant's transition during the Project.

VI. ELECTION OF OPTIONAL SERVICES

The Participant hereby elects to receive the following optional services. The terms and conditions related to the optional services that are contained in a particular attachment or addendum will not apply to the Participant unless and until the Participant elects, by indicating herein or by future written election signed by the parties, to utilize such optional service.

[This section will be modified to list the optional services available under the Contract, and corresponding terms, or deleted if no optional services with additional terms are offered by the Contractor.]

VII. MISCELLANEOUS PROVISIONS

- A. This Participation Agreement, incorporating the terms of the e-Payment Collection and Processing Services Contract, contains the entire understanding of the parties and supersedes any and all previous discussions, proposals, or agreements, if any, between the parties with respect to the subject matter hereof.
- B. This Participation Agreement may not be amended except by an instrument in writing signed by an authorized representative of each party.
- C. This Participation Agreement is binding on the parties and their successors and assigns.
- D. The Participant's Go-Live date is scheduled for [insert date], and all implementation and testing will be completed prior to this date.

VIII. PARTICIPANT'S CONTRACT MANAGER

Changes to the name or contact information of the Contract Manager listed below will be made in accordance with Section 2.c., Contract Managers, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions.

Participant's Contract Manager:

Name _____
Address _____
City, State, Zip _____
Phone _____
Fax _____
e-mail _____

IX. PUBLIC RECORDS

The following information is provided in accordance with section 119.0701, F.S.:

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, F.S., TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THE PARTICIPATION AGREEMENT, CONTACT PUBLIC RECORDS AT:

Telephone: [Participant's public records phone number]
Email: [Participant's public records e-mail]
Mailing Address: [Participant's public records mailing address]

**Participant's
Name:**

By:

Printed Name:

Title:

Date:

**Contractor's
Name:**

By:

Printed Name:

Title:

Date:

**ATTACHMENT 6
LOCAL GOVERNMENT PARTICIPATION AGREEMENT
BETWEEN**

and

This Participation Agreement, effective as of the date last signed below, is entered into between _____ (Contractor) and _____ (Participant), a Local Government Participant, in accordance with the contract (No. TR____) entered into between the Contractor and the Department of Financial Services (Department), together with the attachments thereto (e-Payment Collection and Processing Services Contract).

I. PARTICIPATION TERMS AND CONDITIONS

- A. Capitalized terms used in this Participation Agreement, other than those specifically defined herein, have the meanings prescribed in the e-Payment Collection and Processing Services Contract's Attachment 2, Statement of Work.
- B. By signing this Participation Agreement, the Participant and the Contractor agree to be bound by the terms of this Participation Agreement and the e-Payment Collection and Processing Services Contract in the performance of their obligations, except as outlined in Section VII., Miscellaneous Provisions, below. By signing below, the Participant represents that a copy of the e-Payment Collection and Processing Services Contract has been provided or made available to it.

II. PARTICIPANT'S INFORMATION

Any material provided by the Participant that is marked "Confidential" may only be used by the Contractor, Payment Card Organizations, or other necessary third parties to perform services under this Participation Agreement. At any reasonable time, the Contractor or any Payment Card Organization may audit the Participant's records relating to this Participation Agreement.

III. FEES TO BE PAID TO CONTRACTOR

Pricing for the services provided hereunder is set forth in the e-Payment Collection and Processing Services Contract's Attachment 3, Price Response. In accordance with the terms set forth in the e-Payment Collection and Processing Services Contract, invoicing will occur monthly.

IV. EFFECTIVE DATE AND TERMINATION

- A. Unless terminated earlier by either party, this Participation Agreement will remain in full force and effect until the earlier of (i) termination, cancellation, or expiration of the e-Payment Collection and Processing Services Contract or (ii) any date provided here:
_____.
- B. The Participant may terminate this Participation Agreement at any time by giving the Contractor ninety (90) days' written notice. Either party may terminate this Participation Agreement after a default by the other party, as provided in the e-Payment Collection and Processing Services Contract.

V. NOTICES AND REQUESTS

- A. See Section 40, Notices, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions, for details pertinent to the provision of "written notices" or notices "given in writing."
- B. Routine notices required by Addendum C, Selected Portions of the Contractor's BAFO, may be delivered by e-mail to the e-mail address specified in the addendum or, if not so specified therein, specified by the Contract Manager of the party receiving the notice.
- C. If the Participant has grounds for any claim, counterclaim, or dispute related to this Participation Agreement, it shall notify the Department so that the Department can proceed with the process outlined in Section 8, Dispute Resolution, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions. The Participant shall provide the Department with all information and assistance necessary to complete said process.

VI. ELECTION OF OPTIONAL SERVICES

The Participant hereby elects to receive the following optional services. The terms and conditions related to the optional services that are contained in a particular attachment or addendum will not apply to the Participant unless and until the Participant elects, by indicating herein or by future written election signed by the parties, to utilize such optional service.

[This section will be modified to list optional services available under the Contract, and corresponding terms, or deleted if no optional services with additional terms are offered by the Contractor.]

VII. MISCELLANEOUS PROVISIONS

- A. This Participation Agreement, incorporating the terms of the e-Payment Collection and Processing Services Contract, contains the entire understanding of the parties and

supersedes any and all previous discussions, proposals, or agreements, if any, between the parties with respect to the subject matter hereof.

- B. This Participation Agreement may not be amended except by an instrument in writing signed by an authorized representative of each party.
- C. This Participation Agreement is binding on the parties and their successors and assigns.
- D. The Participant's Go-Live date is scheduled for _____, and all implementation and testing will be completed prior to this date.
- E. Because the Participant is a Local Government Participant, the following terms and conditions of the e-Payment Collection and Processing Services Contract conflict with State law and do not apply to this Participation Agreement:

[The Participant should list each section of the Contract that conflicts with its governing law here and following that citation, provide a citation to the statute that governs or provide alternative language that resolves the conflict. For example, the Local Government Participant likely pays invoices in accordance with Part VII of chapter 218, F.S., instead of section 215.422, F.S.]

VIII. PARTICIPANT'S CONTRACT MANAGER

Changes to the name or contact information of the Contract Manager listed below will be made in accordance with Section 2.c., Contract Managers, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions.

Participant's Contract Manager:

Name _____
Address _____
City, State, Zip _____
Phone _____
Fax _____
e-mail _____

IX. PUBLIC RECORDS

The following information is provided in accordance with section 119.0701, F.S.:

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, F.S., TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THE PARTICIPATION AGREEMENT, CONTACT PUBLIC RECORDS AT:

Telephone: [Participant's public records phone number]
Email: [Participant's public records e-mail]

Mailing Address: [Participant's public records mailing address]

**Participant's
Name:**

By:

Printed Name:

Title:

Date:

**Contractor's
Name:**

By:

Printed Name:

Title:

Date:

DEPARTMENT OF FINANCIAL SERVICES
Public Records Requirements
Addendum A

1. Public Records Access Requirements.

- a. If the Contractor is acting on behalf of the Department in its performance of services under the Contract (or a Participant under a Participation Agreement), the Contractor must allow public access to all documents, papers, letters, or other material, regardless of the physical form, characteristics, or means of transmission, made or received by the Contractor in conjunction with the Contract (or Participation Agreement) (Public Records), unless the Public Records are exempt from public access pursuant to section 24(a) of Article I of the Florida Constitution or section 119.07(1), F.S.
- b. The Department may unilaterally terminate the Contract if the Contractor refuses to allow public access to Public Records as required by law. A Participant may unilaterally terminate its own Participation Agreement if the Contractor refuses to allow public access to Public Records as required by law.

2. Public Records Requirements Applicable to All Contractors.

- a. For purposes of the Contract, the Contractor is responsible for becoming familiar with Florida's Public Records law, consisting of chapter 119, F.S., section 24(a) of Article I of the Florida Constitution, or other applicable state or federal law (Public Records Law).
- b. All requests to inspect or copy Public Records relating to the Contract or a Participation Agreement must be made directly to the Department or Participant, as applicable. Notwithstanding any provisions to the contrary, disclosure of any records made or received by the State in conjunction with the Contract or a Participation Agreement is governed by Public Records Law.
- c. If the Contractor has a reasonable, legal basis to assert that any portion of any records submitted to the Department or a Participant is confidential, proprietary, trade secret, or otherwise not subject to disclosure ("Confidential" or "Trade Secret") under Public Records Law or other authority, the Contractor must simultaneously provide the Department or Participant, as applicable, with a separate redacted copy of the records the Contractor claims as Confidential or Trade Secret and briefly describe in writing the grounds for claiming exemption from the Public Records Law, including the specific statutory citation for such exemption. The un-redacted copy of the records shall contain the Contract name and number, and shall be clearly labeled "Confidential" or "Trade Secret." The redacted copy of the records should only redact those portions of the records that the Contractor claims are Confidential or Trade Secret. If the Contractor fails to submit a redacted copy of records it claims are Confidential or Trade Secret, such action may constitute a waiver of any claim of confidentiality.
- d. If the Department or a Participant receives a Public Records request, and if records that have been marked as "Confidential" or "Trade Secret" are responsive to such request, the Department or Participant shall provide the Contractor-redacted copies to the requester. If a requester asserts a right to the portions of records claimed as Confidential or Trade Secret, the Department or Participant shall notify the Contractor that such an assertion has been made. It is the Contractor's responsibility to assert that the portions of records in question are exempt from disclosure under Public Records Law or other authority. If the Department or Participant becomes subject to a demand for discovery or disclosure of the portions of records the Contractor claims as Confidential or Trade Secret in a legal proceeding, the Department or Participant shall give the Contractor prompt notice of the demand, when possible, prior to releasing the portions of records the Contractor claims as Confidential or Trade Secret (unless disclosure is otherwise prohibited by applicable law). The Contractor shall be responsible for defending its determination that the redacted portions of its records are Confidential or Trade Secret. No right or remedy for damages against the Department or Participant arises from any disclosure made by the Department or Participant based on

the Contractor's failure to promptly legally protect its claim of exemption and commence such protective actions within ten days of receipt of such notice from the Department or Participant.

- e. If the Contractor claims that the records are "Trade Secret" pursuant to section 624.4213, F.S., and all the requirements of section 624.4213(1), F.S., are met, the Department or Participant will respond to the Public Records Request in accordance with the provisions specified in that statute.
- f. The Contractor shall ensure that exempt or confidential and exempt Public Records are not disclosed except as permitted by the Contract and any applicable Participation Agreement, or by Public Records Law.

3. Additional Public Records Duties of Section 119.0701, F.S., If Applicable.

If the Contractor is a "contractor" as defined in section 119.0701(1)(a), F.S., the Contractor shall:

- (1) Keep and maintain Public Records required by the Department or Participant to perform the service.
- (2) Upon request by the Department or a Participant, provide a copy of requested Public Records or allow the Public Records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in chapter 119, F.S., or as otherwise provided by law.
- (3) Ensure that Public Records that are exempt or confidential and exempt from Public Records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term (or for records related to a Participation Agreement, the Participation Agreement term) and following completion of the Contract (or Participation Agreement) if the Contractor does not transfer the Public Records to the Department (or Participant).
- (4) Upon completion of the Contract, transfer, at no cost, to the Department all Public Records in possession of the Contractor related to the Contract (and upon completion of a Participation Agreement, transfer to the Participant all Public Records related to the Participation Agreement) or keep and maintain Public Records required by the Department (or Participant) to perform the service. If the Contractor transfers all Public Records to the Department (or Participant) upon completion of the Contract (or Participation Agreement), the Contractor shall destroy any duplicate Public Records that are exempt or confidential and exempt from Public Records disclosure requirements. If the Contractor keeps and maintains Public Records upon completion of the Contract (or Participation Agreement), the Contractor shall meet all applicable requirements for retaining Public Records. Upon request from the Department's or Participant's custodian of Public Records, the Contractor must provide all Public Records stored electronically in a format specified by the Department or Participant as compatible with the information technology systems of the Department or Participant. These formatting requirements are satisfied by using the data formats as authorized in the Contract or Microsoft Word, Outlook, Adobe, or Excel, and any software formats the Contractor is authorized to access.

(5) IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, F.S., TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THE CONTRACT, CONTACT PUBLIC RECORDS AT:

Telephone: (850) 413-3149
Email: PublicRecordsInquiry@myfloridacfo.com
Mailing Address: The Department of Financial Services
Office of the General Counsel, Public Records
200 E. Gaines Street, Larson Building
Tallahassee, Florida 32399-0311

A Contractor who fails to provide the Public Records to the Department or Participant within a reasonable time may be subject to penalties under section 119.10, F.S.

DEPARTMENT OF FINANCIAL SERVICES
Data Security Requirements

Addendum B

1. Data Security, Recovery, and Damages for Non-Performance.

- a. Data Security. The Contractor and all Contractor Representatives (as defined in Attachment 1, Standard Terms and Conditions) shall comply with Rule Chapter 74-2, Florida Administrative Code (F.A.C.), which: 1) contains information technology (IT) procedures; and 2) requires adherence to the Department's security policies in performance of this Contract and to the Participant's security policies in performance of a Participation Agreement. The Contractor shall provide immediate notice to the Department's Information Security Office (ISO), within the Office of Information Technology: 1) in the event it becomes aware of any security breach or any unauthorized transmission or loss of any or all of the data collected, created for, or provided by the Department or a Participant (State Data); and 2) of any allegation or suspected violation of Rule Chapter 74-2, F.A.C. Except as required by law or legal process, and, with respect to the Department's information, after notice to the Department (or, with respect to a Participant's information, to the Participant), the Contractor shall not divulge to third parties any Confidential Information obtained by the Contractor or Contractor Representatives in the course of performing Contract or Participation Agreement work according to applicable rules, including, but not limited to, Rule Chapter 74-2, F.A.C. "Confidential Information" means information in the possession or under the control of the state of Florida (State) (which includes Participants) or the Contractor that is exempt from public disclosure pursuant to chapter 119, Florida Statutes (F.S.), or to any other applicable provision of State or federal law that serves to exempt information from public disclosure. This includes, but is not limited to, the security procedures, business operations information, or commercial proprietary information. The Contractor will not be required to keep confidential any information that is publicly available through no fault of the Contractor, material that the Contractor developed independently without relying on the State's Confidential Information, or information that is otherwise obtainable under State law as a public record. If State Data will reside in the Contractor's system, the Department may conduct, or request the Contractor conduct at the Contractor's expense, an annual network penetration test or security audit of the Contractor's system(s) on which State Data resides. If the Contract is less than a year in duration, the right to conduct the network penetration test or security audit of the Contractor's system(s) on which State Data resides can be exercised at any time.
- b. Data Protection. No State Data will be transmitted, processed, or stored outside of the United States of America regardless of method, except as required by law. Access to the Department's State Data will only be available to staff approved and authorized by the Department that have a legitimate business need. Access to a Participant's State Data will only be available to staff approved and authorized by the Participant that have a legitimate business need. Access to State Data does not include remote support sessions for devices that might contain the State Data; however, during the remote support session the Contractor must escort the remote support access and maintain visibility of the support personnel's actions. Requests for remote access to the Department's systems will be submitted to the Department's Help Desk. Requests for remote access to a Participant's systems will be submitted to the Participant. With approval, third parties may be granted time-limited terminal service access to IT resources as necessary for fulfillment of related responsibilities. Remote connections are subject to detailed monitoring via two-way log reviews and the use of other tools. When remote access is no longer needed, the Department or Participant, as applicable, must be promptly notified and access will be promptly removed.
- c. Encryption and Remote Access. The Contractor shall encrypt all data transmissions containing Confidential Information utilizing a protocol approved by the Department.

- d. Breach and Negligence. The Contractor agrees to protect, indemnify, defend, and hold harmless the Department and Participants from and against any and all costs, claims, demands, damages, losses, and liabilities arising from or in any way related to the Contractor's breach of this Section 1 or the negligent acts or omissions of the Contractor related to this addendum.
- e. Separate Security Requirements. Any Criminal Justice Information Services-specific and/or Health Information Portability and Accountability Act-specific security requirements are attached in a separate addendum, if applicable.
- f. Ownership of State Data. The Department's State Data will be made available to the Department upon its request, in the form and format reasonably requested by the Department. A Participant's State Data will be made available to the Participant upon its request, in the form and format reasonably requested by the Participant. Title to all of the Department's State Data will remain property of the Department and/or become property of the Department upon receipt and acceptance. Title to all of a Participant's State Data will remain property of the Participant and/or become property of the Participant upon receipt and acceptance. The Contractor shall not possess or assert any lien or other right against or to any State Data in any circumstances.

2. Data Access.

- a. Background Checks. All Contractor personnel, or Contractor Representative personnel, who will have direct query access to State Data will undergo the background checks described in Attachment 2, Statement of Work.
- b. Cooperation with the State and Third Parties. The Contractor agrees to cooperate with the following entities: (i) the State; (ii) the State's other contractors; (iii) the State's agents, including properly authorized governmental entities; (iv) the State's authorized third parties, such as technology staff under contract with the State; and (v) other properly authorized individuals who directly or indirectly access State Data on behalf of any of the entities listed in this section. The Contractor shall also provide reasonable access to the Contractor Representatives and the Contractor's Contract systems and facilities to these same entities, when reasonably requested by the Department or Participant. The Contractor agrees to impose these same requirements on all subcontractors performing the work of this Contract.

DEPARTMENT OF FINANCIAL SERVICES
Volumes, Equipment, and e-Payment Processing Options

Addendum D

Transaction Volumes				
For the period of: 07/01/2017-06/30/2018				
	Agency Participants		Other Users (including Local Government Participants)	
Transaction Type	Transaction Count	Total Amount	Transaction Amount	Total Amount
Visa	45,845,757	\$ 1,537,823,340	14,961,154	\$767,500,006
Master Card	13,953,543	\$ 587,891,531	5,226,786	\$364,249,042
Discover	1,578,629	\$ 49,405,331	330,442	\$25,410,347
American Express	6,910,084	\$ 370,796,718	1,365,297	\$179,313,248
ACH	5,223,151	\$34,953,858,306	Not Available	Not Available
Total	74,200,001	\$52,691,489,888	21,883,679	\$1,336,472,643
<p>* Annual volumes represent historical information and may not be representative of actual volumes for the new Contract period.</p> <p>NOTE: Payment Card Totals include the Department of Transportation Florida Turnpike Enterprise/SunPass transaction total amount of approximately \$1,500,000,000.</p>				

Equipment and Volumes (Only Available for Agency Participants)

Point of Sale	No. of Devices used by Agency Participants
FD-100 TI	5
FD 130	384
FD 130 Duo	134
FD200 TI	5
FD300 TI	2
FD35 HW PIN Pad w NFC-EMV	182
FD400GT	1
FD410DW	4
HYPE PPAD S9 PCI 6FT CABLE	5
HYPERCOM T4210	1
VERIF-OMNI 3750 POS TERM	1
Vx570 - FD POS	7
Clover Go Reader	1
*Data represents historical information and may not be representative of actual volumes for the new Contract period.	

e-Payment Processing Options and Application Volumes (Only Available for Agency Participants)		
Options	No. of Applications used by Agency Participants	Current Providers
Full Gateway Enrolled / Web portal direct access/IVR	5	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO
Full Hosted One Time Pay (OTP)/ Simple web, direct access	2	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO Cybersource Gateway ECOM
Partial Gateway Enrolled / Partial Gateway (OTP)/ Web portal SSO/ Simple Web SSO	27 **	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO Cybersource Gateway ECOM
Gateway/ Enrolled / API	6	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO Cybersource Gateway ECOM Payeezy
Customer Service Rep. Payment Entry/ Payment Management/ Payment Center	19	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO Cybersource Gateway ECOM
Custom batch/SSO/API	1 ***	CashPro Biller Gateway via Alacriti v5.0 RC MOTO
<p>*Data represents historical information and may not be representative of actual volumes for the new Contract period.</p> <p>**The Department of Highway Safety and Motor Vehicles utilizes this methodology at 80 field offices.</p> <p>*** The Department of Revenue utilizes 17 batch file processes and 10 SSO/API options.</p>		

INSTRUCTIONS

Each evaluator should read all Responses before attempting to assign scores to any one Response. Evaluators must print a copy of the score sheet for each Respondent they are evaluating.

Response Evaluation: The Evaluation Team will score the Technical Response. The Evaluation Team will not review Volume One: Response Qualification Documents or Volume Three: Price Response. Volume Three will be scored by the Purchasing Officer. All Responses received for evaluation by the Evaluation Team have undergone the Administrative Review Process.

Throughout the evaluation process, the confidentiality and security of the Responses and the scoring process must be maintained.

Response Evaluation Criteria

Introduction

The evaluation of the Responses will involve the point scoring of each question in each of two categories. The categories to be evaluated are:

Category 1 – Experience and Ability

Category 2 – Proposed Solution

Questions have been developed for each category and are presented on the score sheet. Possible considerations in determining a score are listed below. Items for consideration are suggestions only. Considerations are not intended to be an all-inclusive list and should not be scored independently.

A score of 0, 1, 2, or 3 should be assigned to each question. No partial points are allowed.

Possible Scoring Considerations

0 – Not included in the Response or does not meet any of the requirements.

1 – Meets some but not all of the requirements, demonstrates an inferior understanding of the requirements, or provides an inferior description of how the requirements will be met. Or, for Category 1

2 – Meets all of the requirements; or meets a majority of the requirements and either: 1) demonstrates a clear understanding of the requirements, or 2) provides a clear description of how the requirements being

3 – Exceeds requirements; or meets all of the requirements and either: 1) demonstrates a superior understanding of the requirements, or 2) provides a superior description of how the requirements being

Each evaluator is encouraged to notate the “reasons” for his or her scores on the score sheets in the space provided for comment. In general, the reasons should be brief. Evaluators should include the page number(s) in the Response that illustrate the reasons. If the Respondent did not address the criteria in its Response, the evaluator must score “0” and indicate “Not addressed in Response” or “Not included in Response.”

Scoring should reflect the evaluator's independent evaluation of the Respondent's overall response to each criterion. Each evaluator must enter a score for each criterion in the appropriate column on the evaluation score sheet and sign and date each score sheet in the appropriate space.

*Multiplier - Certain questions have been assigned a multiplier. When calculating his or her score, each evaluator should multiply the 0 -3 score by the stated multiplier to reach the final score.

Following the evaluator's independent evaluation of the Responses, the evaluator must return the score sheets and all ITN materials to the Procurement Officer (who will review and record total scores).

Assigning Point Values to Responses

Scoring by the Evaluation Team

Scoring of the two categories identified above shall be done by assigning pre-defined scores based on the evaluation criteria contained in the ITN. Evaluators shall independently score each question within a category. Scoring will be based on the Respondent's ability to meet each function, characteristic, performance level, or specification described in the ITN. A Respondent who exceeds the function, characteristic, performance level, or specification described in the ITN should receive a higher score than a Respondent who merely meets the function, characteristic, performance level, or specification. **Also, evaluators should score based on a comparison of all Responses.**

Total Scores

After receiving the score sheets from the evaluators, for each Response, the Procurement Officer will average together the final scores for each question and add them together to obtain total category points. The total score for each Response will be determined by adding the price points to the evaluator points.

Evaluator Score Sheet
e-Payment Collection and Processing Services

Evaluator: _____

Respondent: _____

Question		Maximum Score	Respondent Score	*Multiplier	Final Respondent Score (Includes Multiplier)	Reason
Technical Response Section						
Experience and Ability						
ITN Section						
3.6.1	How experienced is the Respondent in providing e-Payment collection and processing services similar in scope and complexity to those described in this ITN?	3		2		
3.6.1	How experienced are the Key Personnel in providing (and qualified to provide) e-Payment collection and processing services similar in scope and complexity to those described in this ITN?	3				
3.6.1	How well does the Respondent demonstrate via its Response that the Key Personnel identified have sufficient authority within the Respondent's organization to handle Contract issues without the consistent need to escalate them?	3				
Total Score for Experience and Ability		9	0		12	
Respondent's Proposed Solution						
Statement of Work Section						
All reference in the questions below are to sections in the Standard Contract's Attachment 2, Statement of Work.						
4	Does the Respondent describe Core Platforms that are scalable to the Department's and Participant's needs and support the e-Payment Processing Options?	3		2		
4	Does the Respondent indicate that it will comply with the twenty-six (26) month notification requirement outlined in Section 4?	3				
5.1	How well does the Respondent's approach to the Project meet the requirements of Section 5.1?	3				
5.1	Does the Respondent's Project Management Plan structure provide for the transition of Agency Participants in phases and ensure completion of the Project before March 31, 2021?	3				
5.1.c	Does the Respondent indicate that existing POS equipment is compatible with its solution or can be upgraded with minimal impact to Participants?	3				
5.1.k	Does the Respondent indicate that it has the ability to migrate up to one (1) year of Participants' historical data to its Core Platforms?	3				
6.1.a	Do the Respondent's proposed methods for the collection of convenience fees meet the requirements of Section 6.1.a.i.?	3				
6.1.b	Do the Respondent's proposed processing methods for eChecks meet the requirements of Section 6.1.b?	3				
6.2	Does the Respondent describe the method by which its e-Payment Processing Options will facilitate acceptance of payments via the Participants' various Payment Channels?	3				
6.2	Do the Respondent's proposed Gateway - Fully Hosted, Gateway - Partially Hosted, and Gateway - Non-Hosted meet the requirements of Section 6.2?	3		2		

6.2.b	Does the Respondent indicate that it can accept and process both card-present and card-not-present transactions through POS terminals?	3	
6.2.b	Does the Respondent's proposed approach to maintenance of Participants' POS equipment and software meet the requirements of Section 6.2.b?	3	
6.2.c	Does the Respondent's proposed IVR system meet the requirements of Section 6.2.c.?	3	
6.2.d	Does the Respondent's proposed method for processing daily custom batch file transfers from Participants and third-party contractors meet the requirements of Section 6.2.d?	3	2
6.3	Does the Respondent's proposed web portal meet the requirements of Section 6.3, in particular its role-based administrative functionality?	3	
6.4	Do the Respondent's proposed methods for payment authorization, error checking, and fraud prevention meet the requirements of Section 6.4?	3	
6.5	Will the Respondent settle all payments directly into the Depository Account within forty-eight (48) hours of authorization?	3	2
6.6	Does the Respondent's proposed settlement reconciliation process meet the requirements of Section 6.6?	3	
6.7	Do the Respondent's proposed eCheck return and Payment Card chargeback, refund, and adjustment services meet the requirements of Section 6.7 ?	3	
7.1	Do the Respondent's proposed on-demand reporting and query options meet the requirements of Section 7.1?	3	
7.2	Do the Respondent's proposed quarterly, semi-annual, and annual reports meet the requirements of Section 7.2?	3	
8.1	Do the Respondent's proposed support services meet the requirements of Section 8.1?	3	
8.2	Does the Respondent's proposed approach to providing product and service consultations meet the requirements of Section 8.2?	3	
8.3	Does the Respondent's proposed approach to Participant training meet the requirements of Section 8.3?	3	
9.1	Does the Respondent indicate that it has the ability to maintain an accuracy level of at least 99.9999% for all e-Payment transactions processed or transmitted?	3	
9.2	Does the Respondent indicate it has the ability to process e-Payments twenty-four (24) hours a day, seven (7) days a week, other than during routine maintenance windows that are within the hours of 12:00 AM and 6:00 AM ET?	3	2
9.2.a	Does the Respondent indicate it has the ability to ensure that the latency for each transaction is less than or equal to five (5) seconds for 99.99% of transactions	3	
9.3	Do the Respondent's proposed Core Platforms support the development and user acceptance test environments described in Section 9.3?	3	2
10.1	Do the Respondent's proposed security protocols ensure safeguarding of information during data transmission and processing?	3	2
10.1.a	Does the Respondent describe its approach to maintaining compliance with PCI DSS requirements in its performance under the Contract?	3	
10.1.b	Does the Respondent describe its approach to assisting Participants with maintaining PCI compliance?	3	
10.3	Does the Respondent describe a plan to ensure security of the Core Platforms that conforms to the requirements of Section 10.3?	3	2
10.4	Does the Respondent indicate that it provides optional methods of protection in accordance with Section 10.4?	3	
11	Does the Respondent describe its current disaster recovery plan that will be used to create the disaster recovery plan that will be provided in accordance with Section 11?	3	
12.1	Does the Respondent have the ability to provide monthly invoicing in accordance with the requirements of Section 12.1?	3	
Total Score for Proposed Solution		105	0
			129

Total Score for Technical Response Section

114

0

141

**DEPARTMENT OF FINANCIAL SERVICES
Mandatory Criteria Certification
1819-01 ITN TR**

Attachment C

This form must be completed by the Respondent's authorized representative. The Respondent acknowledges that the Department will rely on the representations made on this form in making its decision of award. If the Department discovers that any of the information on this form is false prior to the award of the Contract, the Department will determine the Respondent non-responsive and not evaluate its Response. If the Department discovers that any information on this form is false after the award to the Respondent is made, the Department reserves the right to terminate the Contract and the Respondent will be liable for costs associated with re-procuring the services.

1. Does Respondent certify that it agrees to the terms above?
Yes ___ No___

2. Does Respondent certify that the person submitting the Response is authorized to respond to this ITN on Respondent's behalf?
Yes ___ No___

3. Does the Respondent certify that it has met the disclosure requirements for Conflicts of Interest as outlined in Section 6 of the PUR 1001?
Yes ___ No___

4. Does Respondent certify that it is not a Discriminatory Vendor or Convicted Vendor as defined in Sections 7 and 8 of the PUR 1001?
Yes ___ No___

5. Does Respondent certify compliance with Section 9, Respondent's Representation and Authorization, of the PUR 1001?
Yes ___ No___

6. Does Respondent agree to protect, defend, and indemnify the Department for any and all claims arising from or relating to the Respondent's determination that the redacted portions of its Response are confidential, proprietary, trade secret, or otherwise not subject to disclosure?
Yes ___ No___

7. Certify one and select the appropriate response for the others, or select "No" for each if none can be certified to:
 - a. Does Respondent certify that it is registered with the Florida Department of State?
Yes ___ No___ N/A___

- b. Does Respondent certify that if awarded a contract under this solicitation, it will register with the Florida Department of State prior to execution of the Contract?
Yes ___ No___ N/A___
- c. Does Respondent certify that it is not required to register with the Florida Department of State (see applicable sections of Title XXXVI, Business Organizations, chapters 605 through 623, F.S.)?
Yes ___ No___
- 8.** Certify one and select “N/A” on the other, or select “No” for each if neither can be certified to:
- a. Does Respondent certify that a drug-free workplace has been implemented in accordance with section 287.087, F.S.?
Yes ___ No___ N/A___
- b. Does Respondent agree to waive its right to be given preferential treatment as a drug-free workplace in the event of a tie?
Yes ___ No___ N/A___
- 9.** Does the Respondent certify that it is not engaged in a boycott of Israel?
Yes ___ No___
- 10.** Does the Respondent certify that it is not 1) on the Scrutinized Companies with Activities in Sudan List, or 2) on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List? *Based on the total submitted on the Price Response, including all renewal years, select “N/A” if the goods or services to be provided are less than \$1 million.*
Yes ___ No___ N/A___
- 11.** Does the Respondent certify that, in accordance with Section 6.5, Payment Settlement and Deposit, of the Standard Contract’s Attachment 2, Statement of Work, it will either: 1) settle authorized e-Payments directly into the Participants’ Depository Accounts; or 2) settle the e-Payments in a temporary holding account at a qualified public depository, as defined in section 280.02, F.S., and transfer the funds to the Depository Accounts within forty-eight (48) hours of authorization?
Yes ___ No___
- 12.** Does the Respondent certify that it is Payment Card Industry compliant?
Yes ___ No___
- 13.** Does the Respondent certify that it has a minimum of five (5) years’ of experience in providing e-Payment services to governments or entities that are comparable to the State in scope and complexity?
Yes ___ No___

14. Does the Respondent certify that it has the ability to accept, authorize, and process Discover, MasterCard, and Visa brand Payment Cards and that it has the ability to accept and facilitate the authorization and processing of American Express brand Payment Cards?
Yes ___ No___

As the person authorized to sign the statement, I certify that the Respondent has accurately answered each of the certification questions above.

Dated this _____ day of _____ 2018.
Name of Respondent: _____
Signature: _____
Printed Name: _____

**ATTACHMENT D
PRICE RESPONSE FORM
INSTRUCTIONS**

Respondents must request the Excel version of this form from the Procurement Officer and submit the Excel version in their Responses. Respondents should NOT use the PDF version of this form to create their own Excel version.

Pricing should reflect the cost of the services as those services are described in the Statement of Work. Optional or additional methods for providing services should be provided in the Additional Tiered Pricing sheet unless the service is charged as a flat fee, in which case it should be added to the Additional Non-Tiered Pricing sheet.

Though only the Tiered Pricing and Non-Tiered Pricing will be used to calculate the Respondent's score for the Price Response, the Respondent must provide pricing for the following pricing groups:

POS Pricing

Tiered Pricing

Non-Tiered Pricing

Additional Tiered Pricing (if applicable)

Additional Non-Tiered Pricing (if applicable)

POS Pricing

Please list all pricing for **POS** equipment the Respondent proposes to offer to Participants (current POS equipment being utilized by Participants is listed in the Standard Contract's Addendum D, Volumes, Equipment, and e-Payment Processing Options).

Complete each field to record the proposed lease duration and price, shipping costs, maintenance costs (if any), and single and bulk purchase prices. Note: shipping costs may be designated as "Pass-Through" costs.

Tiered Pricing

Items listed on the **Tiered Pricing** sheet represent the current transaction-based items and services being utilized by Participants.

Respondents must offer **Tiered Pricing** based on the number of transactions processed. Tier ranges are defined on the Tiered Pricing sheet.

Spaces have been provided for pricing that falls under pricing categories, such as "**Credit Card Usage Fees.**" List all fees and pricing that will apply to this pricing category. Add additional rows if necessary.

Add rows as needed for other transaction-based **Tiered Pricing** items and services required to implement or support the proposed solution but not listed on the sheet. Do not add value-added services or optional services to this sheet.

The Excel sheet will automatically calculate Pricing Totals for Tier 1 (with individual prices multiplied by 25,000), Tier 2 (with individual prices multiplied by 50,000), Tier 3 (with individual prices multiplied by 100,000), and Tier 4 (with individual prices multiplied by 150,000) for the Initial Term and Renewal Term on the Summary sheet.

If an individual service listed is not available enter "N/A."

Respondents should be aware that the renewal price they provide is for the entire five (5) year renewal term (i.e., the pricing for the Contract only changes once and that is at the end of the initial term).

Additional Tiered Pricing

Enter **Additional Tiered Pricing** for optional or additional (i.e., value-added) services not required but recommended to implement or support the proposed solutions on the "**Additional Tiered Pricing**" sheet. Additional tiered pricing will not be factored into the Price Response score.

Non-Tiered Pricing

Items listed on **Non-Tiered Pricing** represent the current unit-based items and services being utilized by Participants.

Add rows as needed for other **Non-Tiered Pricing** items and services required to implement or support the proposed solutions but not listed on the sheet.

The Excel sheet will automatically calculate Pricing Totals for the Initial Term and Renewal Term on the Summary sheet.

Additional Non-Tiered Pricing

implement or support the proposed solutions on the "**Additional Non-Tiered Pricing**" sheet. The Additional Non-Tiered Pricing sheet can also be used to provide alternative pricing methods for services listed on the Non-Tiered Pricing sheet (e.g., a flat fee for post-implementation customized development instead of an hourly fee). Additional non-tiered pricing will not be factored into the Price Response score.

A grand total for initial term and renewal term pricing will be reflected on the Summary sheet once the totals for **Tiered Pricing** and **Non-Tiered Pricing** have been entered.

**ATTACHMENT D
PRICE RESPONSE FORM
NON-TIERED PRICING**

Service Description	Initial Term Non-Tiered Pricing	Renewal Term Non-Tiered Pricing
Monthly Maintenance Fee - Fully Hosted Gateway		
Monthly Maintenance Fee - Partially Hosted Gateway		
Monthly Maintenance Fee - Non-Hosted Gateway		
Monthly Maintenance Fee - IVR		
Remittance File		
Master File Maintenance		
Batch File Fee		
ACH Fee		
Interchange Dues and Assessments		
Monthly On-Demand Reporting (Statement of Work Section 7.1)		
Monthly Ad Hoc Reporting (Statement of Work Section 7.1)		
Custom Reports (Statement of Work Section 7.1(f))		
File Development for Creation of Custom Reports		
File Transmissions		
Monthly Maintenance Fee - Web Portal Access		
Monthly Data File Manager Fee		
Implementation Fee - Fully Hosted (Statement of Work Section 5.2)		
Implementation Fee - Partially Hosted (Statement of Work Section 5.2)		
Implementation Fee - Non-Hosted (Statement of Work Section 5.2)		
Implementation Fee - IVR (Statement of Work Section 5.2)		
Hourly Fee for Post-Implementation Customized Development		
Total	0	0

**ATTACHMENT D
PRICE RESPONSE FORM**

PRICING SUMMARY		
	Initial Term	Renewal Term
TIERED PRICING		
Tier 1 Total	0	0
Tier 2 Total	0	0
Tier 3 Total	0	0
Tier 4 Total	0	0
Total Tiered Pricing	0	0
NON-TIERED PRICING		
Non-Tiered Pricing	0	0
Total Non-Tiered Pricing	0	0
GRAND TOTAL PRICING	0	0

DEPARTMENT OF FINANCIAL SERVICES
Award Preferences for Identical Evaluations of Responses
1819-01 ITN TR

Attachment F

This form must be completed by the Respondent in the event of a tie if requested by the Department. If the Department discovers that any information on this form is false after the award to the Respondent is made, the Department reserves the right to terminate the Contract and hold the Respondent liable for costs associated with re-procuring the services.

Respondents shall certify one or more of the following by checking the adjacent box(es):

- A. The response is from a certified minority-owned firm or company and the net worth of the company is _____;
 - B. The response is from a veteran-owned business certified according to section 295.187, F.S., and the net worth of the company is _____;
 - C. The response is from a foreign manufacturer with a factory in Florida employing over two-hundred (200) employees working in Florida;
 - D. The response is from a business that certified at the time of the Response that it has implemented a drug-free workplace program in accordance with section 287.087, F.S.;
 - E. **The response is from a company that is not eligible for any of the above preferences.**
-

As the person authorized to sign the statement, I certify that this organization complies fully with the above requirements.

Dated this _____ day of _____ 20__.

Name of Organization:

Signed by:

Print Name



Navigation

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Advertisement Detail

**Department of Financial Services
 Invitation to Negotiate
 e-Payment Collection and Processing Services**

Advertisement Number: 1819-01 ITN TR

Version Number: 002

Advertisement Begin Date/Time: 11/05/2018 - 05:00 P.M.

Advertisement End Date/Time: 05/31/2019 - 05:00 P.M.

Mod: 12-14-2018 03:13:50

Last Edit: Friday, December 14, 2018 at 03:17:02 P.M.

Commodities:

- 84121500 Banking institutions
- 84121501 Privately owned banks
- 84121502 Publicly owned banks
- 84141602 Credit card service providers
- 93151608 Government or central bank services

12/14/2018 – DFS hereby posts its Questions and Answers document along with Exhibits 1 – 3. DFS also posts Addendum 1 along with Revised Addendum D, Volumes, Equipment, and e-Payment Processing Options and Revised Attachment D, Price Response Form.

12/11/2018: The Department is still working to finalize the Questions and Answers document. The Department will extend the Response deadline to account for this delay and will post the revised due date via addendum when the Questions and Answers are posted to the Vendor Bid System.

Pursuant to section 215.322, Florida Statutes, the Department of Financial Services (Department), an agency of the state of Florida (State), seeks Responses to this Invitation to Negotiate (ITN) from qualified vendors interested in providing electronic payment (e-Payment) collection and processing services statewide. The solicitation will be administered through the Vendor Bid System (VBS). The submitted Response must comply with the terms and conditions stated in this ITN.

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

For complete information regarding the details of this solicitation please review the attached ITN documents in their entirety.

Invitation to Negotiate will be opened at the below address at 03:15 P.M., January 03, 2019.

Please direct all questions to:

Amy Jones
 Phone: (850) 413-2070

200 East Gaines Street
 Larson Building, Room 116

Tallahassee FL, 32399

Email: DFSPurchasing@myfloridacfo.com




Any person with a disability requiring special accommodations at the pre-solicitation conference and/or bid/proposal opening shall contact purchasing at the phone number above at least five (5) working days prior to the event. If you are hearing or speech impaired, please contact this office by using the Florida Relay Services which can be reached at 1 (800) 955-8771 (TDD).


The Department reserves the right to reject any and all bids or accept minor irregularities in the best interest of the State of Florida.

Certified Business Enterprises are encouraged to participate in the solicitation process.

Downloadable Files for Advertisement

Version	Description	Type	Required
Original	ITN Document (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment A Contract Signature Page (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 1 Standard Terms and Conditions (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 2 Statement of Work (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 4 PUR 1000 (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 5 Agency Participation Agreement (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 6 Local Government Participation Agreement (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Addendum A Public Records Requirements (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Addendum B Data Security Requirements (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Addendum D Volumes Equipment and ePayment Processing Options (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment B Evaluator Score Sheet (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment C Mandatory Criteria Certification (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment D Price Response Form (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment E Business Reference Form (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment F Award Preferences (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
002	Questions and Answers (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
002	Exhibit 1 - Pricing (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
002	Exhibit 2 - Tables (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
002	Exhibit 3 - Statements Redacted (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>

002	Addendum 1 (Open/Save/View)	Complete Document	
002	REVISED Addendum D (Open/Save/View)	Complete Document	
002	REVISED Attachment D, Price Response Form (Open/Save/View)	Complete Document	

 indicates a required (not withdrawn) file

For questions on a specific bid advertisement, contact the agency advertisement owner. Advertisements include the contact information for the agency advertisement. The agency advertisement owner is the point of contact for vendors with specific questions.

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Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
1	ITN Section 1.6, Term	What is the expected contract effective date?	The Department currently expects to enter into the Contract in June of 2019, but that is subject to change depending on the length of time it takes to complete the ITN process.
2	ITN Section 2.2, Timeline	Given the size and importance of this ITN, would DFS consider extending the deadline until after the holidays?	The Department has extended the Response deadline to January 3, 2019. Please see Addendum 1.
3	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	How much card volume represents convenience fees?	4% of Agency Participant transactions were assessed a flat rate convenience fee, which represents .01% of total receipts. The Department does not have statistics for Local Government Participants or for Agency Participants that charge a percentage-based convenience fee.
4	Attachment A's Attachment 2, , Section 5.1, Initial Participant Transition	There is a reference to Addendum C, however it was not provided in the documents to download. Can you please send it?	Addendum C is listed on the Standard Contract's Contract Signature Page as consisting of selected portions of the awarded Respondent's Best and Final Offer (BAFO), other than the Price Response. Please refer to Sections 2.4 and 4.5 of the ITN for more information on BAFOs.
5	Attachment A's Attachment 2, Section 6.2.c, IVR	It appears that there potentially could be multiple IVR systems leveraged by different agencies throughout the state. Is that an accurate understanding?	Yes.
6	Attachment A's Attachment 2, Section 6.2.c, IVR	Can you provide the current IVR script or scripts that are being used today under the existing contract? <ul style="list-style-type: none"> • If you do not have the IVR script(s) can you please provide an overview of what the existing IVR(s) does today? • Is/Are the current IVRs custom for each agency or is it standard IVR with payment only functionality? 	The Department does not have access to the IVR scripts in use under the existing contract. <ul style="list-style-type: none"> • The current IVR systems allow Customers to make various payments via telephone, with access to information determined by each Participant. • The current IVR systems are customized for each Participant that utilizes them. • Currently, four Agency Participants utilize the IVR feature. The Department does not have information

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
		<ul style="list-style-type: none"> • How many different agency's use the IVR feature under this agreement? • Can you provide a list of the agency's that use this IVR feature? 	<p>regarding the number of Local Government Participants that utilize the IVR feature.</p> <ul style="list-style-type: none"> • The Agency Participants utilizing the IVR feature are the Department of Children and Families, the Department of Education, the Department of Highway Safety and Motor Vehicles, and the Department of Juvenile Justice.
7	Attachment A's Attachment 2,, Section 6.2.c, IVR	<p>What is the number of calls per month / year that the current IVR system(s) take?</p> <ul style="list-style-type: none"> • Can you provide the average call duration in minutes? • If multiple IVRs are deployed please provide the calls per month and average call breakout by IVR system. 	The Department does not have statistics for the current IVR systems.
8	Attachment A's Attachment 2, Section 6.2.c, IVR	ITN asks for English and Spanish languages are there any other languages being provided today for the IVR such as Creole or Portuguese?	The only languages currently being provided for Agency Participant's IVR systems are English and Spanish.
9	Attachment A's Attachment 2, Section 6.2.c, IVR	<p>Beyond payment acceptance is there a need for an IVR script that can provide:</p> <p>General information like Office location, hours, etc.?</p> <p>Account specific information? Current usage information? Past historical information?, etc.</p> <p>Outbound calling?</p>	Yes. Please see Addendum 1.
10	Attachment A's Attachment 2, Section 14.2, Bonds	<p>Can you please detail the basis of the \$10 million performance bond number? According to DFS web site, you paid \$754,000 for ePayments during the last fiscal year.</p> <p>https://facts.fldfs.com/Search/ContractDetail.aspx?agencyId=430000&ContractId=D0751</p>	The website link provided does not show the amount paid by all Participants; it lists only the Department's estimate of the amount that the Department itself expected to pay that year. The actual amount paid by the Department in the 2017-2018 fiscal year was \$682,303.44.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
			<p>As stated in the Standard Contract's Attachment 2, Section 14.2.b., the \$10 million performance bond is only required during the <u>Project</u>, which is defined as the transition of all Participants from the payment platforms and systems provided under current e-Payments services contract to the Contractor's (awarded Respondent's) Core Platforms. Therefore, the amount is not based on the estimated cost of the daily e-Payments services to the Participants, but rather the estimated cost to the Participants if the Contractor fails to complete the "Project." This estimate includes the loss of income if e-Payment services are unavailable Statewide, the cost of re-procuring the services, and the investment made by the Participants in the failed transition. This performance bond is NOT to guarantee completion of daily e-Payments services under the Contract.</p> <p>Section 3.6.5 of the ITN requires the Respondents to provide a letter of commitment from a bonding company evidencing the Respondent's ability to obtain the bond. However, pursuant to Sections 2.4 and 4.5 of the ITN, the Department reserves the right to negotiate the Standard Contract during negotiations. Pursuant to Section 3.6.4 of the ITN, the Respondent must fully describe in its Response any exceptions it has to the terms in the Standard Contract.</p>
11	Attachment A's Attachment 2, Section 14.2, Bonds	Please remove interchange from the \$10MM bond amount since interchange is 100% pass through and paid daily by the processor to issuers of cards used if funds are successfully settled each day.	Interchange fees were not a consideration when determining the performance bond amount. Please see Answer #10 for an explanation of the basis for the performance bond.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
12	Attachment A's Attachment 2, Section 14.2, Bonds	Card association fees are 100% pass through and paid to MasterCard, Visa, and Discover, please remove these fees from the bond amount of \$10MM because they are incurred without dispute for any funds that are settled through by card brands. They are also paid daily on behalf of the state.	Card association fees were not a consideration when determining the performance bond amount. Please see Answer #10 for an explanation of the basis for the performance bond.
13	Attachment A's Attachment 2, Section 14.2, Bonds	Because the state of Florida is invoiced monthly for all fees, we are requesting the bond amount to be changed to represent the estimate of yearly fees not including interchange and pass through card association fees. Please reduce the bond amount to \$2MM. The reasoning is that all settled funds from card purchases would already contain an undisputed obligation for the state to pay the issuing banks and card association members. Only if settlement does not occur would pass through fees not exist and not be paid in advance of monthly invoicing by the processor.	Please see Answer #10 for an explanation of the basis for the performance bond amount.
14	Attachment A's Attachment 2, Section 14.2, Bonds	The bond section terminology "pay on demand" is more typical of a letter of credit. Since this is not a construction project and the majority of the monthly invoice dollars are pass through fees to third parties that are due if the state had funds settled meaning there was no default, these undisputed amounts owed should not be needed in the value estimate for a performance bond. We are requesting that a lower dollar, \$2MM performance bond is required. We also request that contract performance is managed by	Please see Answer #10 for an explanation of the performance bond. Performance will be managed by the deliverables listed in Standard Contract's Attachment 2, Statement of Work, and, for the Project, by the Implementation Plan, as noted in the definition of "Implementation Plan." Pursuant to section 287.058(1)(h), F.S., the Department has listed financial consequences that will apply if the Contractor fails to perform in accordance with the Contract.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
		negotiated service level agreements (SLA) and liquidated damages.	
15	ITN Section 3.6.5, Bond, and Attachment A's Attachment 2, Section 14.2.b, Performance Bond	With this being a services based contract, is the performance bond requirement applicable?	Yes. Please see Answer #10 for an explanation of the performance bond.
16	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	The total transaction volume provided of \$52,691,489,888 in the "Transaction Volumes" table does not equal the sum of the numbers shown above it. Please provide clarification	The total transaction volume includes all e-Payments, including EFT transactions. Please see Addendum 1 for correction of this discrepancy.
17	ITN Section 3.6.2, Respondent's Proposed Solution, and Attachment A's Attachment 2, Section 6.1.a.i, Convenience Fees	Please provide the split of the total card volume between transactions where convenience fees are applied and where the agency absorbs the cost of the payment.	<p>Please see Answer #3 for information regarding convenience fees.</p> <p>Further information on Agency Participants' convenience fees can be found in Table 2 in the attached Exhibit 2.</p>

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
18	Attachment D, Price Response Form	What is the current per transaction pricing for credit card, debit card, and e-Check transactions, specifically excluding non-transaction fees such as PCI fees, monthly minimums, training, etc.?	Please see the attached Exhibit 1.
19	Attachment D, Price Response Form	Is there any plan or thought by the State to switch Participants from absorbed pricing to a passing convenience fee pricing model?	Whether a Participant uses an absorbed fee or a managed fee, as described in Section 6.1 of the Standard Contract's Attachment 2, Statement of Work, is at the discretion of each Participant.
20	ITN Section 3.6.3, Value-Added Services	In reference to the value added services section, Is the State interested in services such as e-Billing and electronic invoicing?	The Department does not know whether the Participants have a specific need for such services, but the Respondent may offer them in its Response pursuant to Section 3.6.3 of the ITN.
21	ITN Section 1.4, Questions Being Explored	Is the State seeking proposals for solutions that are customizable and configurable to satisfy the specific business needs of many different Participants' payables? Additionally, is the State seeking a solution that can serve as a fully hosted solution or gateway so that many of the participants' payables can be served under one system instead of through many different gateways/payment portals?	Yes. Yes, the State is seeking a single Core Platform that each Gateway – Fully Hosted can connect to.
22	Attachment A's Attachment 2, Section 6.1.a.i, Convenience Fees	Which payment types do you current assess convenience fees? Ex taxes, parking, etc.? What is the current service fee charged for these payments?	The payment types for which convenience fees are charged is determined by each Participant. Please see Table 2 of the attached Exhibit 2 for more information pertaining to Agency Participants' convenience fees.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
23	Attachment A's Attachment 2, Section 6.2.a, Online Payments	Please describe the fifteen (15) Participant-defined fields you need back in the remittance file. What data is included in each of the 15 fields	The Participant-defined fields provide key information required by a Participant's business system that is not included in standard data transmissions. The data in each of the fifteen (15) fields is determined by each Participant.
24	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	The State mentions Govolution on Addendum D. Please confirm that the gateway you are using is Govolution Velocity Payment Systems gateway connecting to your current processor	Yes, the reference to "Govolution" in the Standard Contract's Addendum D, Volumes, Equipment, and e-Payment Processing Options, is referring to Govolution Velocity Payment Systems gateway.
25	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	On the equipment list the State mentions an instance of 182 FD 35 Pin Pads. Which terminals are these pin pads connected to?	The FD 35 pin pads connect to FD 130 terminals.
26	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	Please provide Pin Debit processing dollar volume and transaction count	Approximately 70,829 PIN debits, totaling \$977,825, were processed by Agency Participants from January 1, 2017 to September 30, 2017. This is the most recent timeframe for which the Department can provide this information. The Department does not have this information for Local Government Participants.
27	Attachment D, Price Response Form	Please one month merchant services statement as well as the applicable analysis statement that includes any service fees related to this contract.	The Department does not have either of these documents at a State-wide level. Please see Exhibit 3 for a sample of each document from a single Agency Participant.
28	ITN Section 3.6.5, Bond	Please confirm whether this section applies to this ITN.	Yes, the ITN's Section 3.6.5, Bond, applies to this ITN. Please refer to Answer #10, above, and Section 14.2.b of the Standard Contract's Attachment 2, Statement of Work, for more information on the performance bond.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
29	Attachment D, Price Response Form	Please provide Excel version of this document.	In accordance with ITN Section 4.3.3, Price Response Form, the Procurement Officer has provided this document to the entities that requested it.
30	Attachment A's Attachment 4, Section 14, Transaction Fee	Please confirm whether this section applies to this particular contract.	Yes, this section applies to this ITN. Please refer to Rule Chapter 60A-1, F.A.C., for more information on the MyFloridaMarketPlace transaction fee.
31	ITN Section 3.6.2, Respondent's Proposed Solution	Please elaborate on how the State currently processes American Express transactions.	Currently, American Express transactions are processed through a separate contract. Please see Answer #35 for additional information.
32	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	Is it possible to get a breakout of volume by payment channel (Gateway, POS, IVR, etc.)?	For fiscal year 2017-2018, approximately 96.8% of all Agency Participant payment transactions were via gateway, 3.09% were via POS, 0.04% were via IVR. The Department does not have information on the volumes for Local Government Participants.
33	Attachment A's Attachment 2, Section 6.1.b, eChecks	How are eCheck transactions processed today?	eCheck transactions are processed through gateways and IVR as ACH transactions.
34	Attachment A's Attachment 2, Section 5.1.k, Data Migration	Please clarify if you are you requesting a migration of Tokens to the new Core Platform or migration of card transaction data to the new platform?	The Department is not requesting a migration of tokens to the Contractor's Core Platforms. The Department is requesting the option of migrating, at a Participant's request, twelve (12) months of historical data to the new Core Platforms. This historical data would include, for example, transactions processed in the previous twelve (12) months, but would not include card details.
35	Attachment A's Attachment 2, Section 6.1.a, Payment Cards	Can the State clarify the AMX requirement scenario where the State continues to process AMX cards under a separate contract? Is the State requiring that Respondents be able to process	Currently, American Express transactions are processed through a separate contract. This will continue under the new Contract, so the awarded Respondent will act as a pass-through, accepting payments from American Express cards

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
		payment via Respondent terminals/web payments under said existing AMX merchant account(s)?	then sending them to American Express for authorization, processing, and settlement. As stated in the Standard Contract's Attachment 2, Section 6.1, the Department reserves the right to implement authorization, processing, and settlement services for American Express through the Contractor in the future.
36	Attachment A's Attachment 2, Section 6.3, Web Portal	Can the State clarify if it desires Respondent to enable customized Participant-Levels (user roles/permissions) beyond the user roles/permissions of the existing software?	Yes, that is what the Department is requesting.
37	ITN Section 1.3, Background	Regarding the twenty (20) state agencies discussed in this section, which specific State agency/department make up this list?	The specific state agencies are listed in Table 1 of the attached Exhibit 2. This exhibit also includes the information request in Question #39.
38	ITN Section 1.3, Background	Of the ninety-four (94) other users, how many of these users would be categorized as local governments?	All non-Agency Participants are considered Local Government Participants. Please refer to Table 4 in the attached Exhibit 2 for a list of the Local Government Participants.
39	ITN Section 1.3, Background	Regarding the twenty (20) state agencies discussed in this section, can the State provide a breakout of each agency/department's total annual credit card/eCheck revenue and total transactions?	Please see Table 1 in the attached Exhibit 2.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
40	ITN Section 1.3, Background	Regarding the twenty (20) state agencies discussed in this section, can the State provide the system names per agency/department that requires or currently has POS, Web payment, and IVR integrations?	Please see Table 3 in the attached Exhibit 2.
41	Attachment D, Price Response Form	Can the State provide a Microsoft Excel or Word version of the Attachment D pricing form?	In accordance with ITN Section 4.3.3, Price Response Form, the Procurement Officer has provided this document to the entities that requested it.
42	Attachment D, Price Response Form	Is the State open to proposals that present a more simplified transaction pricing approach that provides a competitive standard/blended rate across all card types and authorization levels?	Yes, the Department is interested in understanding the potential options that may exist and expects Respondents to propose the solution/approach they believe provides the greatest value to the State. Detailed transaction pricing is listed on the attached Revised Attachment D, Price Response Form, to give Respondents the opportunity to provide a per-transaction fee for different card types and authorization levels. If the Respondent would not charge a per-transaction fee for different card types and authorization levels, the Respondent should enter "0" for the detailed transaction pricing, providing instead a total cost for Total Fees.
43	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	Please provide the annual amount of card based revenue and total transactions subject to completed Chargebacks.	<p>The annual amount of card-based revenue collected by Agency Participants in fiscal year 2017-2018 was approximately \$2,514,582,026.</p> <p>There were 1,625 completed chargebacks processed by Agency Participants, totaling approximately \$275,930.</p> <p>The Department does not have information about card-based revenue and chargebacks for Local Government Participants.</p>

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
44	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	Please provide the annual amount of eCheck based revenue and total transactions related to NSFs.	<p>For Agency Participants, the annual amount of eCheck-based revenue collected in fiscal year 2017-2018 was approximately \$50,122,532,766. The Department does not have this information for Local Government Participants.</p> <p>For Agency Participants, there were 35,201 ACH returns processed for all return reasons (including NSF), totaling approximately \$127,697,964. The Department does not have this information for Local Government Participants.</p>
45	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	Are the agency Participants that use the Point of Sale equipment listed utilizing the Chip/EMV and NFC/Contactless functionality? If yes, please clarify what %/# of POS equipment is using this technology and what is the plan/timing to upgrade the remaining units.	<p>Only the FD 130 terminals utilize EMV and NFC/Contactless functionality. 182 of these are currently in use, making up 33% of the total POS equipment in use by Agency Participants. The Department does not know whether these features are actually utilized by Participants. The Department does not have this information for Local Government Participants.</p> <p>The remaining units can be upgraded anytime, at the Agency Participant's discretion, or during the Project, if an Agency Participant's current equipment is incompatible with the awarded Respondent's Core Platforms.</p>
46	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	Are the agency Participants that use the Point of Sale equipment listed purchasing the equipment, renting, or leasing? Please explain current state and future state.	<p>Participants currently only rent or own POS equipment. Agency Participants currently rent 111 POS terminals and own 228.</p> <p>Because each Agency Participant determines its own POS equipment needs, the Department cannot provide information regarding what these will be in the future. However, the awarded Respondent will be required to offer POS equipment and equipment software on a purchase,</p>

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
			lease, and rental basis, as stated in the Standard Contract's Attachment 2, Section 6.2.b. Please see the attached Revised Attachment D, Price Response Form for additional information.
47	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	Can you provide the number of Point of Sale equipment required of Local Government Participants?	The Department does not have access to this information for Local Government Participants.
48	ITN Section 2.4, Contract Formation and ITN Section 3.6.4, Exceptions	Is the Respondent able to negotiate all contractual documents or just the items contained within Attachment 2, Statement of Work?	Pursuant to Sections 2.4 and 4.5 of the ITN, the Department reserves the right to negotiate the Standard Contract during negotiations. Pursuant to Section 3.6.4 of the ITN, the Respondent must fully describe in its Response any exceptions it has to the terms in the Standard Contract.
49	Attachment A's Attachment 1, Section 29, Guarantee of Parent Corporation	Are there any alternatives to the Guarantee of Parent Corporation?	Please see Answer #48.
50	Attachment A's Attachment 2, Section 14.2, Bonds	If the Contractor already possesses a Cyber Security Policy at a comparable amount is the Fidelity Bond still required? Proof would be provided.	Section 3.6.5 of the ITN requires the Respondents to provide a letter of commitment from a bonding company evidencing the Respondent's ability to obtain the bond. However, pursuant to Sections 2.4 and 4.5 of the ITN, the Department reserves the right to negotiate the Standard Contract during negotiations. Pursuant to Section 3.6.4 of the ITN, the Respondent must fully describe in its Response any exceptions it has to the terms in the Standard Contract.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
51	Attachment A's Attachment 2, Section 6.1.a, Payment Cards	Does the State also process Amex OptBlue or is planning to process Amex OptBlue in the future?	The State does not currently utilize American Express OptBlue as a processing option, nor does it intend to utilize this service in the future.
52	Attachment A's Attachment 2, Section 6.2.b, POS	Request the State to confirm the final number and details on types of terminals which are currently in use and projected replacements/ new terminals needed.	<p>The Standard Contract's Addendum D contains current, in-use numbers for Agency Participants' POS equipment only. The Department does not have POS equipment information for Local Government Participants.</p> <p>Because each Participant determines its own POS equipment needs, the Department cannot provide information regarding what these will be in the future. However, the awarded Respondent will be required to offer POS equipment and equipment software on a purchase, lease, and rental basis, as stated in the Standard Contract's Attachment 2, Section 6.2.b.</p>
53	ITN Section 3.3, How to Submit a Response	You are asking us to provide CD-ROM(s) or flash drives with a scanned copy of our response document. Do we have to print the document and then scan it on to Flash Drive, or we should just burn the content on a CD/Flash Drive. Please clarify.	The Department will accept either method for both the unredacted and redacted copies, but would prefer the content be burnt onto the CD-ROM or flash drive for the unredacted copies. The Department has no preference for the redacted copy, but the Respondent must ensure that regardless of the method, no metadata is included in the redacted copy.
54	Attachment A's Attachment 2, Section 3, How This Contract Works	Can you please clarify this process – Does the Contractor reach out to potential participants to encourage them to be an agency Participant or a Local Government Participant to the new contract? Are any current Participants required to migrate to the new Contractor contract?	No, the awarded Respondent will not reach out to potential Participants. The Department will act as a liaison between the awarded Respondent and Agency Participants, both during the transition to services under the new Contract and throughout the term of the Contract. The Department will notify Local Government Participants about the new Contract and will contact the awarded Respondent independently if they opt to enter into a Local Government Participation Agreement under the Contract.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
			In accordance with section 215.322(4), F.S., any State agency that utilizes e-Payment services will be required to transition to services under the new contract, unless the State agency obtains authorization from the Chief Financial Officer to use another contractor that is more advantageous to that state agency. The statute authorizes, but does not require, local governments to use the e-Payment services contract upon the same terms and conditions.
55	Attachment A's Attachment 2, Section 4, Core Platforms	Can the State please describe the process and notification timelines for modifications that do not result in a replacement to the Core Platform but instead are mandatory updates? (e.g. required security patches, PCI enhancements, etc.)	Please refer to the Standard Contract's Attachment 2, Section 9.2, for information regarding the notification requirements for modifications that do not require the Department or Participants to make changes to accommodate.
56	Attachment A's Attachment 2, Section 4, Core Platforms	Is this section pertaining to significant changes or full replacement of the Core Platforms only? The fluidity of IT solutions may not allow for the 24 month advanced notice for updates to the applications that are just enhancements and not a replacement.	As stated in the Standard Contract's Attachment 2, Section 4, twenty-six (26) months' advance notice in writing is required for both modifications and replacements to a Core Platform that require the Department or a Participant to make changes to accommodate. The Contractor must provide Participants with twenty-four (24) months to make the necessary changes to accommodate the modification or migrate to the new Core Platform. Please see the Standard Contract's Attachment 2, Section 9.2, for information regarding the notification requirements for routine modifications and other minor changes. The 26-month requirement is focused only on modifications that require the Department and Participant to make changes to accommodate because in those instances, the Department and Participants will need time to gather the information

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
			technology resources necessary to make the required changes and then to implement the changes.
57	Attachment A's Attachment 2, Section 5.1.k, Data Migration	What format will the migrated data be in?	The format will not be determined until the Project because this will vary based on each Participant's specific business systems.
58	Attachment A's Attachment 2, Section 6.1.b, eChecks, Item v	Can the State please elaborate on the check guarantee process requirements. Are these services in place today? Is there an edit mask on the account number format? Is there a pre-authorization/\$0 authorization process?	<p>The eCheck guarantee services are intended to allow Participants to enter check information into a POS terminal and receive an approval or denial prior to deposit.</p> <p>eCheck guarantee services are provided under the current e-Payments contract and will expire with that contract.</p> <p>There is an edit mask on the account number.</p> <p>There is no \$0 authorization process.</p>
59	Attachment A's Attachment 2, Section 6.2.d, Batch File Transfer, Item iv	Can the State please elaborate on this requirement or provide a use case scenario around the extension of processing network hours?	Please see Addendum 1 for clarification regarding processing network hours for batch file transfers.
60	Attachment A's Attachment 2, Section 6.4, Payment Authorization and Fraud Prevention, Item ii	Can the State please elaborate on the 'Customer Name of Payment Card' requirement and provide a use case?	This requirement is about utilization of a fraud prevention method that rejects a Payment Card transaction when the name entered into the name field of a Payment Channel does not match the name on the Payment Card. For example, if a Customer utilizes a Web Application to make a payment to a Participant, and the Customer enters a name in the Web Application of "ABC", when the name listed on the Payment

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
			Card itself is "XYZ," then this fraud prevention method should result in the charge not being accepted for processing.
61		The State has listed use of several 3rd party services, such as First Data, Govolution, Alacriti, and Cybersource. Can the State please advise of which 3rd parties the State is looking to potentially replace, and which of those the State will retain?	All "Current Providers" listed in the Standard Contract's Addendum D, Volumes, Equipment, and e-Payment Processing Options, are subcontractors under the current e-Payments contract. Because the Department does not contract directly with these entities, the Department has no control over whether they are replaced or retained.
62	ITN Section 3.4, Contents of Response	Section 3.4, Contents of Response (ITN document), does not identify which volume for vendors to submit Attachment F, Award Preferences for Identical Evaluations of Responses. Since Volume One is the Response Qualification Documents, should we place it in there?	Respondents should <u>not</u> submit Attachment F, Award Preferences for Identical Evaluations of Responses, with their Responses. As stated in Section 5.2 of the ITN, Attachment F will only be used if there is a tie between two (2) or more of the negotiating Respondents after negotiations have been completed.
63		Once the State awards the contract, what is the anticipated time frame between contract signing and project start date?	Because the Project must be completed before March 31, 2021, the Department intends for the Project to begin immediately upon Contract execution in accordance with the Project Management Plan that will be finalized during negotiations, and as further described in Section 5.1 of the Standard Contract's Attachment 2, Statement of Work.
64		Is the State able to provide a list of software providers that the different departments or agency participants currently integrate with?	The Department is not currently able to provide a list of software providers for each Participant. However, this will be provided during implementation.
65	ITN Section 1.3, Background	The State describes 20 agencies and 94 other users, including local governments that use the e-Payment contract. Is it possible to provide a list of the agencies utilizing the current contract, as well as other entities that would be eligible to participate?	Please see Tables 1 and 4 of the attached Exhibit 2.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
66	ITN Section 3.6.2, Respondent's Proposed Solution	The State describes the need for solutions that support convenience fees. Can the State provide a listing of the participating agencies that intend to utilize convenience fee structures? In order to access the best possible convenience fees, it would also be helpful to understand the volumes, transaction counts, average payment sizes, and similar metrics for the convenience fee applications.	<p>Please refer to Table 2 of Exhibit 2 for a list of state agencies that charge convenience fees. The Department of Agriculture and Consumer Services is currently considering charging convenience fees, but that functionality has not been implemented yet.</p> <p>The listed Agency Participants charged convenience fees that totaled approximately \$8,298,313 in fiscal year 2017-2018. The Department does not have any additional information regarding Agency Participants' convenience fees, nor does it have access to any information regarding convenience fees charged by Local Government Participants.</p>
67	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	The amounts in the column "agency Participants - Total Amount" as shown to add to \$52.7B in volume, but in reviewing the rows that add to that number, the total appears much smaller: \$37.5B. Can the State help us understand what is intended by these numbers and the chart in general? Also, is it possible to break out volumes by the participating agencies?	<p>The Standard Contract's Addendum D, Volumes, Equipment, and e-Payment Processing Options, is provided to give the Respondent an idea of the volume of transactions that it would be responsible for. As stated in Section 1.3 of the ITN, Addendum D contains a breakdown of transaction volumes and amounts processed through the current e-Payments contract over a one (1) year period. The total transaction volume reflects all e-Payments for fiscal year 2017-2018, including EFT transactions.</p> <p>Please see the attached Addendum 1 for correction of the discrepancy. Also, please see Table 1 in the attached Exhibit 2 for a breakdown of the volumes for each Agency Participant.</p>

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
68	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	The State describes its needs for ACH/echeck processing capability. There are 2 approaches we can take in responding: processing the ACHs through our service and bank of origination, or simply providing the front-end capture of the ACH requests and packaging them into a file for delivery to the State's bank for processing. Because the approach can have a material impact on pricing given the volumes involved, we would appreciate the State clarifying its intent.	The Department does not have a preference. When completing the attached Revised Price Response Form, please provide pricing for one approach on the Tiered-Pricing and the Non-Tiered Pricing Sheets, and if offering a second approach, provide pricing on the Additional Tiered Pricing and Additional Non-Tiered Pricing Sheets. This is reflected in the updated instructions on the attached Revised Attachment D, Price Response Form.
69		What internal State project dependencies need to be considered or accounted for in the planning of a Point & Pay implementation?	The internal project dependencies are each Participant's unique business systems.
70		Which departments/agencies are in scope for the payment refresh and what, if any, 3rd party software providers are currently supporting those agencies that Point & Pay would need to consider during the planning?	Please refer to Table 1 in the attached Exhibit 2 for the list of Agency Participants under the current e-Payments contract. Please see Answer #64 regarding third-party software providers.
71		When considering potential integrations what, if any, State enterprise systems (or agency-specific systems) should be considered?	Please see Answer #69.
72		Is there a particular order or sequence of implementation work the State would prefer us to follow for the planning process?	As stated in Section 3.6.2 of the ITN and Section 5 of the Standard Contract's Attachment 2, Statement of Work, Respondents must submit a Project Management Plan structure that identifies the major milestones for the Project in their Responses. The Project Management Plan for Agency Participants, including the setup of the phased approach that is required to be taken, will be finalized during negotiations.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
73		What are some potential technical, resource or other constraints Point & Pay should be aware of and consider while planning the implementation?	<p>One potential technical constraint is that current Participant's existing POS equipment must be supported or replaced.</p> <p>One potential resource constraint is the limited information technology staff that Participants have on hand to assist in the transition.</p>
74		What were some challenges the agencies faced during and after the current payment facilitator's implementation?	The Department does not have information regarding the challenges faced during implementation of the current e-Payments contract. The current contractor has been the sole provider of e-Payment services to the State since the initial implementation of these services.
75		Can you please share the number of Participants broken down by: <ul style="list-style-type: none"> a. Number of agencies that could enter into a Participation Agreement b. Number of local government participants that could enter into a Participation Agreement 	<p>As stated in Section 1.3 of the ITN, there are nineteen (19) Agency Participants utilizing the current contract. Please see Table 4 in the attached Exhibit 2 for a list of the ninety-four (94) Local Government Participants utilizing the current contract.</p> <p>However, in accordance with section 215.322(4), F.S., any state agency that utilizes e-Payment services is required to utilize services under the new Contract, unless the state agency obtains authorization from the Chief Financial Officer to use another contractor that is more advantageous to that state agency. Additionally, the Contract authorizes, but does not require, local governments to use the services upon the same terms and conditions. Therefore, the number of state agencies and local governments that could enter into a Participation Agreement under the Contract is capped only by the total number that exist in the State.</p>

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
76	Attachment D, Price Response Form	Please share breakout of Volume by payment channel i. Gateway ii. POS iii. IVR	Please see Answer #32.
77		How are eCheck transactions processed today?	Please see Answer #33.
78	Attachment A's Attachment 2, Section 5.1.k, Data Migration	Are you requesting a migration of Tokens to the new Core Platform or migration of card transaction data to the new platform?	Please see Answer #34.
79	ITN Section 1.3, Background	Can you provide the names of the 95 other entities currently utilizing the e-Payment services contract? Is a breakdown available by transaction and dollar amount?	Please see Table 4 in the attached Exhibit 2 for the ninety-four (94) Local Government Participants utilizing the current contract. The Department does not have access to a breakdown of transactions and dollar amounts for Local Government Participants. Please see the Standard Contract's Addendum D, Volumes, Equipment, and e-Payment Processing Options, for transaction amounts for these entities as a whole.
80	N/A	Are awarded gateway transitions occurring through the 3/21/21 subject to the existing acquiring contract?	Awarded gateway transitions occurring through March, 21, 2021, will be subject to the existing contract until they are transitioned to the new Contract, which will occur in accordance with the awarded Respondent's Project Management Plan and Implementation Plans.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
81	Attachment D, Price Response Form	Please provide clarification of Truncation; and Hashing	<p>The Federal Trade Commission requires merchants to truncate electronically processed credit card receipts to include no more than the last five (5) digits of the card number and to delete the expiration date in order to help prevent identity theft. As stated in the Standard Contract's Attachment 2, Section 10.4, the awarded Respondent will be required to provide this security option to Participants.</p> <p>Hashing is generating a value or values from a string of text using a mathematical function. A formula generates the hash, which helps to protect the security of the transmission against tampering. As stated in the Standard Contract's Attachment 2, Section 10.4, the awarded Respondent will be required to provide this security option to Participants.</p> <p>These options are listed on the attached Revised Attachment D, Price Response Form, to give Respondents the opportunity to provide a per-transaction fee for use of the options. If the Respondent would not charge a per-transaction fee for use of the option, the Respondent should enter "0" in the Price Response. If the Respondent would charge a monthly fee for use of the option, the Respondent should enter a separate line on the Non-Tiered Pricing tab.</p>
82	Attachment D, Price Response Form	Does ACH transaction fee refer to eCheck transactions?	Yes.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
83	Attachment D, Price Response Form	If multiple gateways are proposed are we to select one only to price on the Tiered Pricing Tab?	Yes. Please see the attached Revised Attachment D, Price Response Form, that includes updated instructions to address this question.
84	Attachment D, Price Response Form	Is rental pricing an accepted pricing format for equipment in addition to leasing and purchase?	Yes. Please see the attached Revised Attachment D, Price Response Form.
85	ITN Section 3.6.2, Respondent's Proposed Solution	What historical data is to be imported?	The awarded Respondent must migrate Participant's payment history details, if requested by a Participant.
86	ITN Section 3.5.3, Financial Documentation	The State is requesting 3 years of independently audited financial statements, can we provide that information via a link?	Please refer to Addendum 1 for information regarding how Respondents must submit the financial statements required by Section 3.5.3 of the ITN.
87	ITN Section 3.6.5, Bond	The State requires a performance bond for this type of contract. This is not usually the case in a financial services proposal.	Please see Answer #10.
88	Attachment A's Attachment 2, Section 12.1, Invoicing and Compensation	Is it a requirement that the proposer submit an invoice to the State requesting payment for merchant processing services? Or is the industry standard practice of debiting the State's bank account for fees acceptable?	Section 287.058, F.S., requires deliverables to be received and accepted in writing before payment. Therefore, an invoice will need to be sent to each Participant before the Participant submits payment. It is not acceptable to debit the Department's bank account for fees.
89	Attachment A's Attachment 2, Section 12.1, Invoicing and Compensation	If the State requires an invoice to be sent requesting payment, how many invoices does the state receive on a monthly basis? Does each agency receive their own invoice?	The Department does not have information regarding the total number of invoices the State receives each month. Currently, Agency Participants receive a separate invoice for each hierarchical Merchant ID.

Questions and Answers
1819-01 ITN TR, e-Payment Collection and Processing Services

Please refer to the Standard Contract's Attachment 2, Statement of Work, for definitions of capitalized terms.			
No.	ITN Section	Question	Answer
90	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	What use cases is the State using Payees for?	Participants use Payeezy to accept single one-time payments.
91	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	What percentage of payments are processed through a Web gateway and IVR?	Please see Answer #32.
92	Attachment A's Addendum D, Volumes, Equipment, and e-Payment Processing Options	Of the total payments, how many are charged a convenience fee and if so, what is the fee structure?	Please see Answer #17. Each Participant determines the flat fee or percentage to be assessed.

1819-01 ITN TR e-Payment Collection and Processing Services
EXHIBIT 1 - PRICING

A	B	C	D	E	F	G	H	I	J
1	SOW	ATTACHMENT B - PRICE SCHEDULE							
2	Section								
3	2.6.1	Transaction Authorization and Settlement Fees -							
4		VS/MC/DS full service/Amex/Discover/Pin-debit transaction authorization		\$0.03					
5		Internet Settlement		\$0.00					
6		Point of Sale Settlement		\$0.00					
7									
8	2.6.1	Transaction Related Fees							
9		BAMS ACH Reject Fee/per ACH returned item		\$25.00					
10		Pin Debit Adjustment Fee/per item		\$3.00					
11		Paper Statement Fee/per statement mailed		\$0.00					
12		Voice Auth/ARU/per item		\$0.95					
13		ACH Deposit fee/Merchant Services		\$0.00					
14	2.10	Convenience Fee Model							
15		Absorbed Costs: Agency collects and keeps the convenience fee	\$0.35 per principal payment transaction for Virtual Terminal, Virtual Terminal with Stored Profiles, Integrated web Payments, and Basic Web Payments deployments or \$0.50 per principal payment transaction for Basic Bill Presentation, Advanced bill Presentation deployments, Basic and Advanced IVR deployments.						
16		Non-Absorbed: The Vendor collects and keeps the convenience fee.	Set by card rules and regulations, MCC code, average number of transactions, average dollar amount for the transactions, and associated costs.						
17		Non-Absorbed Implementation Costs, Transaction Fees, or Interchange Fees on the Principle Transaction		\$0.00					
18		Change Request Fee when the Application is in Production		\$175.0 per hour (refer to 2.15.1 and 2.15.2 programming fees)					
19									
20									
21	2.6.1	Payment Card Transaction Fees - Interchange, fees, assessments, PIN debit, etc.							
22		Visa, MasterCard and Discover		Pass Through					
23		Interchange Dues and Assessments are subject to change by the Card Organizations and Debit Networks and will be reflected on invoices and statements as Pass Through charges. Please refer to Interchange Charts for Visa/MasterCard and Discover in Florida Division of Treasury's website: fltreasury.org . These charts are updated on a regular basis by the Card Organizations for detailed information on the card types that are submitted for processing and details of the rules regarding each fee. In addition to the current fees listed herein, Contract Participants shall be responsible for any and all Card Organization fees, fines, assessments and penalties, including any other pass through fees that may be created or charged by the card organizations and not specified elsewhere in this document.							
24	2.6.1	Web Transaction Fees							
25		PCG/RPO - Monthly transaction volume less than 25,000		0.18 per transaction*					
26		PCG/RPO - Monthly transaction volume more than 25,000 less than 50,000		0.15 per transaction*					
27		PCG/RPO - Monthly transaction volume more than 50,000 less than 100,000		0.12 per transaction*					
28		PCG/RPO - Monthly transaction volume more than 100,000		0.09 per transaction*					
29		Universal Global Gateway; Global Gateway e4; Compass; Cybersource; Skipjack - Monthly transaction volume less than 25,000		\$0.08 per auth*					
30		Universal Global Gateway; Global Gateway e4; Compass; Cybersource; Skipjack - Monthly transaction volume more than 25,000 less than 50,000		\$0.08 per auth*					
31		Universal Global Gateway; Global Gateway e4; Compass; Cybersource; Skipjack - Monthly transaction volume more than 50,000 less than 100,000		\$0.08 per auth*					
32		Universal Global Gateway; Global Gateway e4; Compass; Cybersource; Skipjack - Monthly transaction volume more than 100,000		\$0.08 per auth*					

A	B	C	D	E	F	G	H	I	J
33	Universal Global Gateway; Global Gateway e4; Compass; Cybersource; Skipjack - Monthly over 200,000		\$0.06 per auth*						
34	Compass - Monthly over 2,000,000		\$0.005 per auth*						
35	*Gateway pricing does not include ACH or credit card payment processing costs								
36	2.6.1 ACH (eCheck) Fees - Below is a list of itemized fees associated with processing ACH (eCheck) transactions for Participant-Level application(s).								
37	For ACH fees for FL State Agencies, please refer to the Concentration Account Contract.								
38	For ACH fees for local participants that already have Bank of America banking services pricing/contracts to include ACH fees, please refer to your Bank of America banking services contract.								
39	ACH Transaction Processing Fee		\$0.10						
40	ACH Monthly Maintenance Fee		\$25.00						
41	ACH Return Item		\$2.50						
42	ACH Notification of Change NOC		\$2.50						
43	ACH Input File		\$5.00						
44	ACH Return Item File provided through RPO and PCG Reporting		\$0.00						
45	2.3.4 Interactive Voice Response Fees								
46	FCG/RPO Touch Tone		\$0.50*						
47	Speech Recognition		NA						
48	RPO IVR Telephone charges per minute		\$0.10*						
49	RPO IVR-XFER to Customer Service		\$0.50*						
50	Multiple Language Support - Spanish is supported.	Other languages may be considered, customized programming							
51	RPO Call Center - "per minute" or "per call" options for all calls. Per minute is applied for significant enrollment or product assistance support services are anticipated. Per call flat fee option is designed for clients desiring payment-taking services								
52	RPO Call Center "Per Minute"		\$1.50 per minute*						
53	RPO Call Center "Per Minute" if >50% of calls outside of service window		\$1.75 per minute**						
54	RPO Call Center - Per Payment Call (calls for payments only)		\$6.00 per call*						
55	RPO Call Center - Per Payment Call (calls for payments only) if >50% of calls outside of service window**		\$7.00 per call*						
56	CIP Touch-Tone Transaction		\$0.55*						
57	CIP Voice Transaction		\$1.00*						
58	*Call pricing does not include ACH or credit card payment processing costs ** Service Window: 8AM-5PM ET, Mon-Fri. Credit Card payment acceptance not available after hours								

A	B	C	D	E	F	G	H	I	J
18	2.18.3 Maintenance Fees								
19		PCG/RPO - Web Monthly	\$225.00						
20		CIP Monthly Maintenance Fee	\$350.00						
21		RPO Call Center Monthly Maintenance Fee	\$500.00						
22		RPO Call Center Monthly Minimum Fee (May not be combined with other fees from other products)	\$2,500.00						
23		PCG Billing File Monthly Maintenance	\$100.00						
24		RPO MAM File Support Monthly Maintenance	\$175.00						
25		Universal Global Gateway, Global Gateway e4; Compass; Cybersource; Skipjack - Monthly Fee	\$25.00						
26	2.2 Reporting Fees								
27		Access to delivered on-line BAMS reports	\$4.95 per Agency per month						
28		Access to RPO and PCG reports	Included						
29		RPO/PCG File transmissions	Included						
30		Custom Report/File Development Fees	\$175 per programmable hour to create						
31		File Formats	The standard file formats described in our response are offered at no additional charge						
32		File transmissions - We can work with the Department on development of file transmissions. Enhancement or development requests can be submitted by your Implementation Project Manager or your dedicated Account Manager to begin the process of defining the size and scale of request to ensure the most appropriate resources are assigned to your project.	Fee determined by scope of request						
33		Custom Report Development Fees - We can work with the Department on modification and/or customization of standard reports or development of new reports. Enhancement or development requests can be submitted by your Implementation Project Manager or your dedicated Account Manager to begin the process of defining the size and scale of changes to ensure the most appropriate resources are assigned to your project.	Fee determined by scope of request						
34		File Formats - We can work with the Department on modification and/or customization of standard reports or development of new reports. Enhancement or development requests can be submitted by your Implementation Project Manager or your dedicated Account Manager to begin the process of defining the size and scale of changes to ensure the most appropriate resources are assigned to your project.	Fee determined by scope of request						
35	2.11 Billing								
36		Non-debited or requested non-standard preparation and handling fees	1.002% of monthly statement amount						
37									
38									
39									
40	2.15 Implementation/Transition/Set-up Fees								
41		Transition Costs	NA						
42		Implement Costs	See below						
43		RPO							
44		RPO Full Host Enrollment Implementation	\$2,000.00						
45		RPO Enrollee (IVR) Implementation	\$3,500.00						
46		RPO Fully Hosted One Time Pay	\$1,500.00						
47		RPO Gateway Mode Implementation	\$1,000.00						
48		RPO Batch Enrollment Implementation	\$1,000.00						
49		RPO OTP (Touch Tone) Implementation	\$3,000.00						
50		RPO Partial Gateway Enrollment	\$2,000.00						
51		RPO Partial Gateway OTP Implementation	\$1,500.00						
52		RPO Payment Entry (CSR) Implementation	\$3,000.00						
53		RPO Call Center Implementation	\$2,000.00						
54		RPO Call Center Warm Transfer to External Phone Number Implementation	\$750.00						
55		RPO Monthly Billing Account Fee	\$5.00						
56		RPO Additional Division Set up	\$550.00						
57		RPO Add ACH	\$500.00						
58		RPO Add Credit Card	\$500.00						
59		RPO IVR-Record Authorize	\$0.60						
60		RPO Negative Database Search	\$0.02						

A	B	C	D	E	F	G	H	I	J
101		RPO Notification Letter		\$0.75					
102		RPO Notification Email		\$0.02					
103		RPO Notification Post Card		\$0.50					
104		CIP Additional Fields		\$0.10					
105		CIP Database File Upload		\$50.00					
106		Additional URL at Time of Implementation		\$1,000.00					
107		Batch Enrollment		\$1,000.00					
108	PCG								
109		PCG Shopping Cart Implementation		\$2,500.00					
110		PCG Tough Tone Implementation		\$2,500.00					
111		PCG Web Implementation		\$1,000.00					
112		PCG V+Link Implementation		\$1,000.00					
113		PCG V+Bill Enrolled Implementation		\$1,000.00					
114		PCG V+Portal Implementation		\$1,000.00					
115		PCG V+Relay Implementation		\$1,000.00					
116		PCG V+TPS Professional Voice		\$4,500.00					
117		PCG Monthly Billing Account Fee		\$5.00					
118		Set-Up Costs		NA					
119	2.8.2	Research Fees							
120		Standard dev-to-dev Research Fees		\$0.00					
121		Extensive Research/Reporting Fees		\$50.00 per hour					
122	2.8.2	Chargeback Fees							
123		Chargeback Fees		\$5.00 per item					
124	2.1.4	Call Center Support Fees							
125		RPO and PCG Support team and service is provided at no additional cost to the Participants.		\$0.00					
126		Merchant Services Business Hours (9 - 5:00 MT)		\$0.00					
127		After Hours (this would be the Merchant Services Technical Help Desk - 24-7)		\$0.00					
128		Merchant Services Monthly Minimum		\$0.00					
129		Merchant Services Per Call		\$0.00					
130		Merchant Services Toll Free Lines		\$0.00					
131		Merchant Services Implementation		\$0.00					
132		Merchant Services Telecommunications Pass-Thru		\$0.00					
133		Merchant Services Multiple Language Support		\$0.00					
134	2.15.1 @ 2.15.2	Programming							
135		Programming Fee		\$175.00 per hour					
136		Contribution Fee		\$175.00 per hour					

A	B	C	D	E	F	G	H	I	J
37	2.3.3	Equipment Fees							
		Model Number and / or Name	Monthly Rental / Lease	Purchase					
38		T7 Plus - Note: this product is no longer manufactured as of January 2012. We continue to support this product with the IMG of memory.	\$20.00	\$275 - Terminal is no longer available in inventory					
39		VX610 - We will continue to support Merchant owned terminals however if it is disabled it will require an upgrade replacement.	\$50.00	No longer being sold					
40		Terminal Relocation		\$0.00					
41		PCG POS Encrypted Device - Dynamag Encrypted Swipe Device Hardware costs		\$75.00 per unit, plus shipping; \$72.00 per unit, plus shipping, for bulk purchases of 100 or more units at one time; \$67.50 per unit, plus shipping, for bulk purchases of 500 or more units at one time)					
42		PCG POS Encrypted Device - Dynamag Encrypted Swipe Device Magtek Magensa Encryption/Decryption Service		\$89.00 per unit per 12-month period*; (\$85.00 per unit per 12-month period*, for units purchased as part of a bulk purchase of 100 or more units at one time. \$79.00 per unit per 12-month period*, for units purchased as part of a bulk purchase of 500 or more units at one time)					
43		PCG POS Encrypted Device - IPAD Encrypted Swipe Device Pricing - Hardware Cost		\$285.00 per unit, plus shipping; (\$275.50 per unit, plus shipping, for bulk purchases of 100 or more units at one time \$256.50 per unit, plus shipping, for bulk purchases of 500 or more units at one time)					
44		PCG POS Encrypted Device - IPAD Encrypted Swipe Device Pricing - Magtek Magensa Encryption/Decryption Service		\$89.00 per unit per 12-month period*; (\$85.00 per unit per 12-month period*, for units purchased as part of a bulk purchase of 100 or more units at one time \$79.00 per unit per 12-month period*, for units purchased as part of a bulk purchase of 500 or more units at one time)					
45		* Magtek Magensa Encryption/Decryption Service will be invoiced upon delivery of the IPAD/Dynamag device, and every 12 months thereafter. There is no refund of this amount fee should the client discontinue service prior to the end of a given 12-month period.							
46									
47		First Data Solutions - Proprietary (Rental Fees are billed for a minimum of 6 months)							
48		Model Code	Model Name	Product	Purchase	Rental			
49		FD	FD10	FD100 TI Terminal	\$ 225	\$ 17.82			
50		FD	TWFI	FD100 TI WiFi Terminal	\$ 255	\$ 18.80			
51		FD	200T	FD200 TI Terminal	\$ 420	\$ 32.08			
52		FD	TRWF	FD200 TI WiFi Terminal	\$ 480	\$ 36.24			
53		FD	PFLB	FD300 TI Terminal	\$ 402	\$ 31.30			
54		PR	J710	FD300 TI WiFi Terminal	\$ 440	\$ 34.08			
55		FD	TR30	FD400 TI GPRS Terminal **	\$ 590	\$ 44.04			
56		F4	TCDM	FD400 TI CDMA Terminal **	\$ 557	\$ 43.35			
57		FD	35PI	FD35 Pin Pad *	\$ 183	\$ 12.85			
58		FD	35ST	FD35 Counter-top Stand	\$ -	\$ -			
59		F1	OCPP	FD10C Pin Pad	\$ 103	\$ 8.02			
60		LP	OPCI	FD10 PCI Pin Pad	\$ 100	\$ 7.70			
61									
62		* FD35 Pin Pad and stand must be leased/purchased together. ** Wireless Terminal merchant should have \$15 Monthly Access per terminal.							
63		Hypercom Solutions - Non Proprietary							
64		Model Code	Model Name	Product	Purchase	Rental			
65		HT	4210	Optinum T4210 Terminal	\$ 245	\$ 20.00			
66		HT	4220	Optinum T4220 Terminal	\$ 351	\$ 29.00			

A	B	C	D	E	F	G	H	I	J
167		HC P006	99 PCI Compliant Pin Pad w/ 6 ft cable	\$	144	\$			
168		HC 8PCI	99 PCI Compliant Pin Pad w/ 16 ft cable	\$	160	\$			
169		HP 13PP	P1300 w/ 6 ft cable	\$	107	\$			
170		HP 1396	P1300 w/ 16 ft cable	\$	111	\$			
172	Verifone Solutions - Non Proprietary								
172	Model Code	Model Name	Product		Purchase	Rental			
173		DC 700C	Vx570 Terminal	\$	434	\$			
174		NJ GPS0	Nort 9000/9020 GPRS PCI ***	\$	483	\$			
175		VF 1PCI	1000 SE PCI Pin Pad	\$	124	\$			
176	** Wireless Terminal merchant should have \$15 Monthly Access per terminal								
177	Micronode - Non-Standard Device requires Special Order								
178	Model Code	Model Name	Product		Purchase				
179	P1	NICH	Datalink Micronode MN000-AS ****	\$	360				
180	**** \$15 monthly maintenance fee applies; Micronode 1400 will be shipped on all Micronode 900 orders.								
181	Other Products								
182	Model Code	Model Name	Product		Purchase				
183		CM CRMT	Mini Micr 3800 Reader	\$	200				
184		MA GPS2	Wedge Card Satpa (Tr 1, 2 & 3; White)	\$	125				
185		MT WMIN	Magtek Mini USB Card Reader (Tr 1 & 2; White)	\$	106				
186		ME XM0X	Magtek Exoale MDX Card Reader	\$	431				
187		MA GUSB	Magtek Mini USB Card Reader (Tr 1, 2 & 3; Blk)	\$	113				
188		MG IPAD	Magtek IPAD Pin Pad	\$	246				
189		TE MPUS	Magtek IPAD 6C Pin Pad w/ Tempus MSR Key	\$	300				
190		VI VPPX	VivoPay 4500 Contactless Reader	\$	187				
191		VI VPOR	VivoPay 4500M with no cable	\$	105				
192	Note: As equipment becomes obsolete we will offer the most closely related replacement at the then current minimum pricing.								
193	Special Order - DynaMag / Encrypted terminals								
194	Magtek Dynamag-N-MAG21073062 - 21073062 Centurion Credit Card Reader-USB Keyboard emulation version								
195	Magtek ipad-N-MAG30056700					\$95			
196	New Technology - Product under development - fee to be quoted at time of product introduction (Service fee - monthly or annual)								
197	FD Payment Software for Windows (Formerly ICVerify)								
198	Model Code	Model Name	Product		Purchase				
199		IC VE40	ICVERIFY 4.0 Windows, new Single User	\$	262				
200		IC 4NRU	ICVERIFY 4.0 Windows, New Multi User	\$	351				
201		IC 4SUU	ICVERIFY 4.0 Windows, Single User Upgrade	\$	145				
202		IC 4MUU	ICVERIFY 4.0 Windows, Multi User Upgrade	\$	183				
203		IC 4WSU	ICVERIFY 4.0 Windows Setup	\$	63				
204		IC 4ADU	ICVERIFY 4.0 Windows Additional User	\$	63				
205		IC 4VAM	ICVERIFY 4.0 Veracode - Add MIDE	\$	63				
206		IC 4VCM	ICVERIFY 4.0 Veracode-Charge Merchant #Processor	\$	63				
207									
208									
209									
210									
211	Replacement Terminals								
212	Purchased Terminal Replacement - under 30 days from purchase					shipping fee only			
213	Purchased Terminal Replacement - under 100 days from purchase				\$	100			
214	Purchased Terminal Replacement - over 100 days from purchase				\$	180			
215	Rental Terminal Replacement					shipping fee only			
216	Premium Equipment Service Program/per Terminal/per Month (Service plan extension beyond standard warranty)								
217	All Terminal deliveries are charged shipping								
218	All supplies deliveries are charged shipping								

A	B	C	D	E	F	G	H	I	J
19	Encryption - Standard terminal encryption			No Charge					
2.7.2, 2.15.1 & 2.15.2	Telecommunication Fees: Applies to Frame Circuit or VPN								
20	OPTION 1								
21	MPLS Solution 128 k Port, 2 CISCO 2811(s) & analog out of band management								
22	Cisco 2811, dual ethernet ports (10/100), T1 WIC module & no dial module	One time		\$3,261.09					
23	Cisco 2811, dual ethernet ports (10/100), T1 WIC module & support for POTS dial as out of band management	One time		\$3,628.38					
24	Back up Site network Charge	One time		\$250.00					
25	Cables (2)	One time		\$20.00					
26	Shipping	One time		at cost up to a maximum of \$100					
27	Circuit	Circuit install waived for 4 existing FL DOT set up		\$0.00					
28	Circuit Install	New Install		\$2,500.00					
29	Support - Monthly Charges (MPLS circuits to within 20 miles of carrier's POP, T1 local loop & 128K port (2) and Cisco 2811 monthly Maintenance (2)			\$690.16					
30	OPTION 2								
31	VPN Solution, 2 Cisco 2811(s) & analog out of band management								
32	One time Cisco 2811, dual Ethernet, 128 MB Flash/256 MB DRAM, IOS Encryption - >VPN-EPII-PLUS, 3DES, no WIC module & support for POTS (Plain Old Telephone Service) dial as out of band management			\$5,772.76					
33	One time Cisco 2811 dimensions (HxWxD) 1.75 x 17.25 x 16.4 in (44.5 x 438.2 x 416.6 mm); I-RJ Height			\$0.00					
34	One time Cables (2)			\$20.00					
35	Monthly - Cisco 2811 maintenance; FDCS Infrastructure costs			\$272.16					
36									
37	Other Fees: Itemized list of additional fees not included in this Pricing Schedule, e.g. licenses, professional services, or fees that do not apply to the above categories.								
38									
39									
40									
41									
42									
43									
44									
45									
46	Telecheck Services: Services to be provided pursuant to an agreement between the Participants and Telecheck.								
47	Verification								
48	Verification Services \$0 - \$5M in volume								
49		ECM/Payment on Account/Paper Lockbox/Mail Order/ODD Verification Services	Lockbox Pmt					Check Cashing Verification Services	E-Deposit Settlement only
50	Monthly Minimum Fee (per location)	\$18.00	\$94.00		\$15.00	\$18.00	\$45.00	\$18.00	\$30.00

A	B	C	D	E	F	G	H	I	J
251	Monthly Processing Fee - per '00 To' location**	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00
252	Transaction Fee	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
253	CROC/Voice Auth Fee	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50
254	Inquiry Rate (%)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
255	Setup Fee	n/a	n/a	n/a	n/a	FD Online Gateway \$100.00; Other Gateway \$100.00	n/a	n/a	n/a
256	Verification / Transaction Medians	n/a	\$26,000.00	n/a	n/a	ICA Verification \$2,000.00; CBP Verification \$8,000.00	Other Gateway \$100.00	n/a	\$26,000.00
257	Telecheck Lockbox Fees								
258	Warranty		\$0 - \$1M	\$1M - \$5M	\$5M & Up				
259	Monthly Minimum Fee (per location)	\$15.00	\$15.00	\$15.00	\$15.00				
260	Monthly Processing Fee - per '00 To' location***	\$6.00	\$6.00	\$6.00	\$6.00				
261	Transaction Fee	\$0.25	\$0.25	\$0.25	\$0.25				
262	CROC/Voice Auth Fee	\$2.50	\$2.50	\$2.50	\$2.50				
263	Setup Fee	n/a	n/a	n/a	n/a				
264	Inquiry Rate (%)	See TELECHECK WARRANTY SERVICES AGREEMENT for risk classification definitions - Low Risk 1.20% Medium Risk 1.40% High Risk 1.80%	See TELECHECK WARRANTY SERVICES AGREEMENT for risk classification definitions - Low Risk 1.05% Medium Risk 1.25% High Risk 1.50%	See TELECHECK WARRANTY SERVICES AGREEMENT for risk classification definitions - Low Risk 0.90% Medium Risk 1.10% High Risk 1.30%					
265	Warranty Maximum	10x check average \$40k*	10x check average \$40k*	10x check average \$40k*					
266	Existing Telecheck Services								
267	including Paper, ICA, ICA or CBP Warranty								
268	\$0 - \$1M in Annual Check Volume								
269		Electronic Check Acceptance (ECA) or Paper Services Warranty	Internet Check Acceptance (ICA) Warranty	Check By Phone (CBP) Warranty					
270	Monthly Minimum Fee (per location)	\$25.00	\$145.00	\$145.00					
271	Monthly Processing Fee - per '00 To' location****	\$8.00	\$8.00	\$8.00					
272	Transaction Fee	\$0.25	\$0.25	\$0.25					
273	CROC/Voice Auth Fee	\$2.50	\$2.50	\$2.50					
274	Setup Fee	n/a	\$280.00	\$280.00					
275	Inquiry Rate (%) ECR		2.30%	2.30%					
276	Inquiry Rate (%)	See TELECHECK WARRANTY SERVICES AGREEMENT for risk classification definitions - Low Risk 1.20% Medium Risk 1.40% High Risk 1.80%	See TELECHECK WARRANTY SERVICES AGREEMENT for risk classification definitions - ECR 2.80% Low Risk 2.55% Medium Risk 3.50% High Risk NA	See TELECHECK WARRANTY SERVICES AGREEMENT for risk classification definitions - Low Risk 3.20% Medium Risk 4.00% High Risk NA					
277	Warranty Maximum	10x check average \$40k*	\$2,000.00	\$0,000.00					
278	Check Back (per purchase necessary)	no	n/a	n/a					
279									
280	\$1,000,001 - \$5,000,000 in Annual Check Volume								
281		Electronic Check Acceptance (ECA) or Paper Services Warranty	Internet Check Acceptance (ICA) Warranty	Check By Phone (CBP) Warranty					
282	Monthly Minimum Fee (per location)	\$25.00	\$145.00	\$145.00					
283	Monthly Processing Fee - per '00 To' location****	\$8.00	\$8.00	\$8.00					
284	Transaction Fee	\$0.25	\$0.25	\$0.25					
285	CROC/Voice Auth Fee	\$2.50	\$2.50	\$2.50					
286	Setup Fee	n/a	\$280.00	\$280.00					
287	Inquiry Rate (%) ECR		2.15%	2.15%					

**Exhibit A
Amendment 6 Pricing Structure**

DEPOSITORY SERVICES	PRICINGⁱ	FREQUENCY
Account Maintenance Master (Account Maintenance applies to Depository+ Maintenance, master account, sub master and stand-alone accounts)	25.00	Per Account/per month
Depository+ Sub account maintenance	2.00	Per Account/per month
Debits or Credits Posted – Electronic	0.15	Per item
Credits or Debits Posted – Other	0.15	Per item
Deposit Insurance-Bank Assessment	The current monthly assessment factor is .1461 per \$1,000 which is subject to change. The monthly calculation is: Ledger balance divided by \$1,000 x .1461.	Monthly
CKS Dep Un-Encoded Items	0.22	Per item
CKS Dep Pre-Encoded	0.09	Per item
GEN DISB CKS PD Image	0.18	Per item
RI Image Transmission Maintenance	150.00	Per account/per month
RI Image Transmission Per Item	0.04	Per item
Banking Center Deposits/QBD Deposits	3.50	Per Deposit
Check Deposit - ICL or RDSO	0.50	Per Deposit

IRD Deposited Items - ICL or RDSO	0.10	Per item
Image Deposited Items - ICL or RDSO	0.04	Per item
Currency/Coin Deposit Banking Center, Nightdrop or vault Per \$100	0.35	Per \$100
Vault Deposit	1.50	Per Deposit
Deposit Account Statements *1 Free a month*	25.00	Per statement (over 1 per month)
Deposit Correction - Cash, Non-Cash & RDSO	8.00	Per correction
Ledger Overdraft Per Day	50.00	Per day
NSF Items Returned Per Item	50.00	Per item
Stop Pay > 12 MTHS	20.00	Per item
Stop Pay < 12 MTHS	15.00	Per item
Non-Relationship Cust CK Cashed	8.00	Per item
Dep Conditioning - Surchg-Vault Vault	10.00	Per Deposit
Non Std Bag Surcharge	5.00	Per bag
Remote Dep-Account Maintenance	15.00	Per account/per month
High, Med and Low Volume Scanner Maintenance	15.00	Per scanner/per month
RDSOL-Item Storage	0.00	Per item
Remote Dep CK Image Processing	0.11	Per item
ICL Maintenance	160.00	Per account/per month
Returns Chargeback	1.50	Per item
Returns Duplicate Advice & Alternate account	0.35	Per item

Returns special delivery	3.00	Per occurrence
Returns Reclear	1.00	Per item
Returns Reclear Service	1.00	Per month
Returns-ERIN	0.50	Per item
ACH SERVICES		
ACH Notification of Change NOC	1.50	Per item
ACH Return Item – NOC	1.00	Per item
ACH Return Item	1.00	Per item
ACH Reclear	1.00	Per item
ACH Reports Electronic & Fax (Both standard and optional)	1.00	Per report
ACH Monthly Maintenance	25.00	Per setup
ACH Input eChannel	5.00	Per input
ACH Input Batch	5.00	Per input
ACH Credits or Debits	0.10	Per item
ACH Blocks Authorization Instructions	1.00	Per instruction
ACH Blocks Maintenance	5.00	Per account/per month
ACH Blocks Auth Add-Change	15.00	
ACH Debit or Credit Received Item	0.05	Per item
ACH Return/Receipt File Per Item (ACH Output file per item)	0.05	Per item
ACH Delete Reversal	20.00	Per item
ACH Originated Addenda	0.018	Per item
ACH Return Item Reporting	2.00	Per item
ACH Return Item File (ACH Output File)	25.00	Per file

Unauthorized ACH Return Fee	4.50	Per item
ACH Transmission Setup/Test	100.00	Per set-up/testing
VPN changes	At Cost	This is a pass through vendor fee which will be billed separately
WIRE TRANSFER		
CPO GPS Monthly Maintenance	5.00	Per account/per month
Electronic Wire Out or Wire Incoming-Domestic	5.00	Per wire
Incoming USD INTL Wire - CHG Our	5.00	Per wire
CPO Customer Maintained Template Storage	1.00	Per Template
CPO Wire TFR EOD Detail Notification	2.50	Per notification
Book Credit	7.00	Per wire
Wire Advice Fax	1.00	Per fax
PH or STND Order Temp Storage	1.50	Per Template
Wire investigation	25.00	Per wire
CASHPRO SERVICES/INFORMATION SERVICES		
CPO Online Subscription	20.00	Per ID/per month
CPO Information Reporting Maintenance	50.00	Per company ID/per month
CPS Previous Day Reporting (PDR) per account	20.00	Per account/per month

CPS Current Day Reporting (CDR) per account	20.00	Per account/per month
CPO Previous Day Reporting per item	0.06	Per item
CPO Current Day Reporting per item	0.05	Per item
Mainframe Transmission Reporting (PDR) per account	20.00	Per account/per month
Mainframe Transmission Reporting per item	0.05	Per item
CPO Email Scheduled	First 20 free	Per email
	After 20 at \$2.50 per item	Per email
CPO Info Summary Notification	First 20 free	Per notification
	After 20 at \$1.00 per item	Per notification
CPO Research per Item	First 100 free	Per item
	After 100 at 0.05 per item	
Security Access (one time fee for CashPro tokens)	30.00	Per Token
CPO GPS RPT/Confirms	1.00	Per item
Projects, manual reporting and research	50.00	Per hour
Network Maintenance	300.00	Per month/per setup
IMAGE SERVICE		
CD ROM Maintenance	25.00	Per account/per Month
CD ROM Per Disk	10.00	Per CD Rom
CD ROM Per Image	0.04	Per item
Image Retrieval	0.25	Per item
MISCELLANEOUS SERVICES		
Photocopy-Manual	10.00	Per item
ICL Set-up & Testing	200.00	Per set-up/testing

ACH Set-up	100.00	Per setup
Cashiers checks/Money orders	40.00	Per item
GCS Transaction History	10.00	Per call
Positive Pay Exceptions	5.00	Per item
ARP Positive Pay Return Other	15.00	Per item
ARP PPAY No Recon Input Item	0.03	Per item
ARP PPAY Maint No Recon	60.00	Per account/per Month
ARP Full PPAY Maint-PPRSupp	75.00	Per account/per Month
CPO ARP Online Reports	25.00	Per item
ARP Partial PPAY Maint-Supp	65.00	Per account/ per Month
ARP Full Ppay Input per item	0.06	Per item
ARP Partial PPAY Input per item	0.05	Per item
ARP Full Recon Input per item	0.08	Per item
Payee Positive Pay Maint	10.00	Per account/per Month
Payee Positive Pay-Issue Match	0.04	Per item
Payee Positive Pay-Seal Match	0.055	Per item
ACH Positive Pay Maintenance	25.00	Per account/ per Month
Payee Positive Pay-CK Rejects	1.00	Per item
ACH Transmission Setup/Test	100.00	Per set-up/testing

DISCLOSURES

Please Note: The Service Code Acronyms or Definitions are subject to change by Bank of America from time to time. The parties will promptly update this Exhibit A to reflect such updates, if required. Bank of America has endeavored to provide a comprehensive fee schedule based on your current services. Given the number of services and product options available to our clients, it is difficult to determine or anticipate all products and services that may be applicable to the state of Florida and its agencies for future enhancements.

The Federal Reserve Bank requires banks to set aside reserves overnight for demand deposit accounts. At Bank of America, we do not currently assess a reserve rate on these accounts. We credit ECR and/or interest on the full collected balance.

Pricing for future enhanced services is often based on multiple factors and can often be more aggressively priced if we understand the total scope of services desired and the associated volumes. Therefore, it is most advantageous for the state of Florida and its agencies to allow mutually negotiated pricing for enhanced solutions to be provided upon mandate and prior to set-up.

The Earnings Allowance Rate (EAR) on your account is used to calculate your Earnings Allowance, which is based on your average investable balance. Your EAR may vary and may change at any time.

The Collected Overdraft Interest Charge Rate on your account is used to calculate your Collected Overdraft Interest Charge, which is based on your negative collected balance. The rate on your account may vary; and is subject to change. When determining this rate, Bank of America considers a number of factors and generally bases this rate on our Prime Rate plus a margin. The margin may change periodically.

It is the responsibility of the state of Florida as well as its agencies to review their monthly analysis statement and notify Bank of America of any discrepancies within 45 days of receipt of the analysis statements. Once the State of Florida contacts Bank of America, the discrepancies and/or additional charges can be reviewed and will be adjusted if a bank error is discovered.

We are pleased to provide an earnings credit rate (ECR) of 20 basis points. ECR is a "managed" rate, that will move directionally with the market. Bank of America proposes for balances in excess of the available balance required to off-set services charges to be invested with our Global Liquidity Investment Services or a provider of your choice.

ⁱ All pricing is in USD.

Exhibit A Amendment 6 Pricing Structure Acronyms

- ARP – Account Reconciliation Plan
- Auth – Authorization
- CDR – Current Day Reporting
- CHG – Change
- CKS - Checks
- CPO – CashPro Online
- CPS – CashPro Services
- EOD – End of Day
- ERIN – Electronic Returned Item Notifications
- GCS – Global Client Services
- GEN DISB PD Image – General Disbursement Checks Paid Image
- GP – Global Payment
- GPS – Global Payment Services
- ICL – Image Cash Letter
- INTL – International
- IRD – Image Replacement Document
- MTHS – Months
- NOC – Notice of Change
- NSF – Non-Sufficient Funds
- PDR – Previous Day Reporting
- PH – Phone
- PPAY – Positive Pay
- PPR – Per Plan Reconciliation
- QBD – Quick Business Deposit
- RDSO – Remote Deposit Services Online
- RDSOL – RDSO Letter
- RI – Returned Item
- RPT – Repeat
- STND – Standing
- TFR – Transfer
- VPN – Virtual Private Network

EXHIBIT B-1 BANA PRICING

SERVICE DESCRIPTION	COST	FREQUENCY	DEFINITION
CP BILLER GATEWAYS ADD DIV	\$550.00	Per Division	CASHPRO BILLER GATEWAYS, PER ADDITIONAL DIVISION TO PRIMARY CUSTOMER ID
CP BILLER GATEWAYS IVR-MINUTE	\$0.10	PER MINUTE	PER MINUTE FEE FOR USAGE OF TOLL-FREE IVR NUMBER
CP BILLER GTW CHARGEBACK	\$2.00	Per Item	FEE FOR UPLOADING ACH RETURN OR CHARGEBACK TRANSACTION TO WEB PORTAL FOR VIEWING AND REPORTING.
CP BILLER GTW IMPL IVR	\$2,500.00	ONE TIME IMPLEMENTATION	CASHPRO BILLER GATEWAYS IMPLEMENTATION OF AN IVR PAYMENT APPLICATION - A ONE TIME IMPLEMENTATION FEE.
CP BILLER GTW IMPLEMENTATION	\$1,000.00	ONE TIME IMPLEMENTATION	CASHPRO BILLER GATEWAYS, STANDARD IMPLEMENTATION.
CP BILLER GTW IVR	\$0.50	Per Payment	CASHPRO BILLER GATEWAYS, PAYMENT PROCESSING VIA IVR
CP BILLER GTW MAINT	\$225.00	Per customer ID	CASHPRO BILLER GATEWAYS, MONTHLY FEE
CP BILLER GTW TECH FEE/SVS	\$0.60	Per Payment	CASHPRO BILLER GATEWAYS, TECHNOLOGY SERVICE FEE TO SUPPORT CONVENIENCE FEES
CP BILLER GTW TRANS FEE	\$0.145	Per Payment	CASHPRO BILLER GATEWAYS, PAYMENT PROCESSING
CP Biller GTWys IVR-Minute * This cost varies.*	Variable	Per minute	TOUCHTONE - TELEPHONE CHARGES* This is a pass through charge from the Remote Payments Online vendor.
CPBG BILLING FILE MAINT	\$100.00	Per File	MONTHLY FEE FOR MAINTAINING A CUSTOMER BILLING FILE WITH AN PCG APPLICATION (PER FILE)
CPBG MNTHLY MAINT-DIVISION	\$25.00	Per Division	CASHPRO BILLER GATEWAYS, MONTHLY FEE PER ADDITIONAL DIVISION
CPBG MNTHLY MAINT-IVR	\$500.00	Per month	CASHPRO BILLER GATEWAYS, MONTHLY IVR FEE PER ASSIGNED PHONE NUMBER
CPBG NOTIFICATIONS EMAIL	\$0.02	Per item	TEL (CSR MODEL) CUSTOMER NOTIFICATIONS - NACHA COMPLIANCE - CONFIRMATION EMAIL.
CPBG PROFESSIONAL SVCS	\$250.00 Per hour	Per hour	HOURLY DEVELOPMENT COST FOR CUSTOMIZATIONS ON CASHPRO BILLER GATEWAYS
CP Biller Gateways Cash Check	\$0.10	Per Item	FEE FOR CARD OR PHYSICAL CHECK PAYMENT RECORDED IN WEB PORTAL FOR REPORTING AND POSTING.
CP Biller GTW PDF Upload	\$0.08	Per File	FEE FOR UPLOADING PDF STATEMENT IMAGE FROM A 3RD PARTY.
CPBG E-Bill Rendering	\$250.00	Per Hour	CONVERSION OF BILLS FROM PRINT STREAM INTO PDF IF THE CLIENT CANNOT PROVIDE A PDF RESPOSITORY TO FISERVE OR PDF'S FOR STORAGE.
CPBG E-Bill -Load 1-25000	\$0.30	Per Item	CASHPRO BILLER GATEWAYS EBILL PRESENTMENT BILLER SITE.
CPBG E-Bill - Load 25001-50000	\$0.26	Per Item	CASHPRO BILLER GATEWAYS EBILL PRESENTMENT BILLER SITE.

EXHIBIT B-1 BANA PRICING

CPBG E-Bill - Load 50001+	\$0.22	Per Item	CASHPRO BILLER GATEWAYS EBILL PRESENTMENT BILLER SITE.
CPBG E-Bill-Pre-Load 1+	\$0.20	ONE TIME, PER ITEM	CASHPRO BILLER GATEWAYS EBILL PRE-LOAD/STORAGE FEE
CP BILLER GTW ONLINE BILL	\$0.08	PER NOTIFICATION	FEE FOR END USER NOTIFICATION OF A NEW ELECTRONIC STATEMENT LOADED TO WEB PORTAL.
CP Biller GTW SMS	\$0.10	PER ITEM	PER ITEM FEE FOR SMS TEXT NOTIFICATION
CPBG Bill Pay Aggregation	\$1.00	Per Payment	PAYMENT SOLUTION FEE ASSOCIATED WITH CREDIT CARD PAYMENT THAT FAILED TO BE AUTHORIZED BY THE CARD ASSOCIATION.
CPBG Notifications-Post Mail	\$0.50	Per Letter	CASHPRO BILLER GATEWAYS, ACH NOTIFICATIONS VIA POST MAIL
CPBG MNTHLY MAINT-E-BILL	\$500.00	Per Month	CASHPRO BILLER GATEWAYS - PAYMENT & PRESENTATION - MONTHLY MAINTENANCE FEE.
CP BILLER GATEWAYS PAYMENTS	1,000.00	ONE TIME IMPLEMENTATION	CASHPRO BILLER GATEWAYS IMPLEMENTATION OF A PAYMENT ONLY ONLINE WEB SITE - A ONE TIME IMPLEMENTATION FEE.
CP BILLER GATEWAYS E-Bill SVCS	1,500.00	ONE TIME IMPLEMENTATION	CASHPRO BILLER GATEWAYS IMPLEMENTATION OF A PAYMENT AND PRESENTMENT ONLINE WEB SITE - A ONE TIME IMPLEMENTATION FEE
DISCLOSURES			

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Exhibit B-1 Acronyms

CP	CashPro
CPBG	CashPro Biller Gateway
PCG	Payment Collection Gateway
TEL (CSR Model)	Telephone Customer Service Representative
IVR	Interactive Voice Response

EXHIBIT B-2 –SUPPLEMENTAL MERCHANT PRICING AND PAX PRICING

Note only:

Effective October 4, 2015, MasterCard increased the pass-through fees that they charge per match for the MasterCard Account Billing Updater service.

As a result, we will be increasing the MasterCard Match / Tran Fee for all clients currently using the BAMS Account Updater product by \$0.09, effective January 1, 2016.

Exhibit B-2 MERCHANT			
*Amended Pricing Account Updater			
	Discover Per Match	\$.15	Now available
	Discover Per Month	\$12.50	Now available
	MasterCard Per Match	\$.1025	Line item update

*** Fees apply for Non-hosted, Stand Alone Account Updater Services using MessageWay Portal only**

PAX PRICING

Part No.	Description	Price
PAX S300		
N-S300	PAX, S300 PINPAD (S300-000-383-01NA)	\$322.43
	Cable - Standard	Included
	Power Supply - Standard	Included
Injection	Injection - Per Injection .	\$4.00
Deployment	Deployment - Per Device	\$20.00
PAX D210		
N-D210-CTLS	PAX D210 MOBILE PAYMENT MSR CTLS GPRS (D210-0PW-364-01NA)	\$480.99
	Cable - Standard	Included
	Power Supply - Standard	Included
Injection	Injection - Per Injection	\$4.00
Deployment	Deployment - Per Device	\$20.00
B210-BC-1E0	Optional D210 Charging Station	\$70.63

Notes to Pricing:

Pass Through Fee per Order (any quantity) \$500.00

Hardware price includes standard cable and power supply

Hardware price does not include base load, Injection, App loads or Transarmor load

Orders are non-cancellable, non-returnable and non-refundable

Pricing does not include warranty/replacement services

Standard Manufacturer warranty would apply

Department of Financial Services
 Invitation to Negotiate
 1819-01 ITN TR
 e-Payment Collection and Processing Services
 EXHIBIT 2

Table 1
Agency Participants Transactions & Revenue FY 2017-2018

Agency Participants	Transactions	Annual Credit Card/eCheck Revenue
Legislature*	727	\$860,050
Justice Administrative Commission	579	\$147,120
Executive Office of the Governor	2,566	\$1,496,184
Department of Environmental Protection	855,026	\$69,175,432
Department of Economic Opportunity	18,985	\$2,087,360
Department of Agriculture & Consumer Services	195,329	\$33,220,063
Department of Financial Services	727,516	\$90,678,503
Department of State	2,309,584	\$328,400,717
Department of Education	146,399	\$16,825,016
Department of Transportation	56,149,772	\$1,511,423,950
Department of Children & Families	25,569	\$2,243,374
Department of Military Affairs**	84,889	\$2,453,892
Department of Health	1,033,476	\$135,732,653
Agency for Health Care Administration	144,625	\$7,798,312
Department of Law Enforcement	1,882,225	\$65,506,959
Department of Revenue	5,057,605	\$47,897,819,689
Department of Highway Safety & Motor Vehicles	3,723,912	\$2,345,949,427
Fish & Wildlife Conservation Commission	900,416	\$39,883,817
Department of Business & Professional Regulation	937,352	\$140,355,302
Department of Juvenile Justice	4,176	\$292,118
TOTALS	74,200,728	\$52,692,349,938

*Legislature volumes are not included in REVISED Addendum D.

**Department of Military Affairs is not an active Agency Participant but is included for informational purposes. However, transactions and annual revenue volumes are included in REVISED Addendum D.

Department of Financial Services
 Invitation to Negotiate
 1819-01 ITN TR
 e-Payment Collection and Processing Services
 EXHIBIT 2

Table 2 - Agency Participants Convenience Fees

Agency Participants	Location / Service	Convenience Fee Rate
Department of Financial Services	Insurance Licensing / e-Appointment Fee	\$2.45/transaction
	Insurance Licensing for Agent and Agency Services	\$2.50/transaction
	Insurance Licensing / Application Fee	3%
	Funeral, Cemetery and Consumer Services / Preneed Sales Agent Appointments and Renewals	4%
	Division of Workers' Compensation, Bureau of Compliance / Employer Pension	\$2.00/transaction
	Division of Workers' Compensation, Bureau of Compliance / Notice of Election to be Exempt	\$1.00/transaction
Department of Transportation	Office of Maintenance / Permits	\$2.00/transaction
Department of Children & Families	Substance Abuse and Mental Health / Licensing Facilities	1.05%
Department of Health	Division of Disease Control & Health Protection, Bureau of Environmental Health / Permits	2.43%
Department of Revenue	General Tax Administration / Tax Collections	1.85% with a \$1 minimum
Department of Highway Safety & Motor Vehicles	Go Renew/ Driver License, Motor Vehicle Tags, Registrations, and Commercial Vehicles	\$2.00/transaction
Department of Business and Professional Regulations	Building Codes and Standards	\$2.00/transaction
Fish & Wildlife Conservation Commission	Office of Licensing and Permitting / Commercial Licensing	2.50%
	GoOutdoorsFlorida.com	2.50%
Department of Juvenile Justice	Cost of Care Recovery / Cost of Care Fee Payments	\$2.00/transaction
	Background Screening Unit / Fees	\$2.00/transaction

Department of Financial Services
 Invitation to Negotiate
 1819-01 ITN TR
 e-Payment Collection and Processing Services
 EXHIBIT 2

Table 3 - Agency Participants Systems

Agency Participants	Name(s) of System(s) Integrating with POS, Web, or IVR
Legislature	Legislature
Justice Administrative Commission	Justice Administrative Commission
Executive Office of the Governor	Division of Emergency Management
Department of Environmental Protection	eCheck Payment System
Department of Economic Opportunity	Department of Economic Opportunity
Department of Agriculture & Consumer Services	eCommerce
Department of Financial Services	Division of Workers' Compensation - Bureau of Compliance (BOC)
	Division of Workers' Compensation - Penalties
	Unclaimed Property
	Funeral & Cemetery - eAppoint
	Funeral & Cemetery – Agent & Agency Licensing Functions (AALF)
	Bureau of Fire Prevention
	Agent & Agency Services – Department of Insurance Continuing Education (DICE)
	Agent & Agency Services - AALF
	Agent & Agency Services - eAppoint
	Fire College - DICE
	Office of General Counsel - Service of Process (SOP)
	Financial Regulation Securities
Department of State	UCC Online eFilings
Department of Education	Bureau of Educator Certification (BEC)
	Office of Student Financial Assistance (OSFA)
Department of Transportation	Office of Maintenance
Department of Children & Families	Substance Abuse & Mental Health (SAMH) - PLADS
	Public Benefits Integrity
Department of Military Affairs	Department of Military Affairs

Department of Financial Services
 Invitation to Negotiate
 1819-01 ITN TR
 e-Payment Collection and Processing Services
 EXHIBIT 2

Table 3 (continued)

Agency Participants	System Name – POS/Web/IVR
Department of Health	Cell Phone Reimbursement
	Bureau of Environmental Health
	Medical Quality Assurance (MQA) Division
	Vital Statistics
Agency for Health Care Administration	Agency for Health Care Administration
Department of Law Enforcement	Department of Law Enforcement
Department of Revenue	Reemployment
	Solid Waste
	Insurance Premium
	Gross Receipts
	Fuels
	E911
	Documentary (DOC) Stamps
	Communications Services
	Corporate
	Clerks
	Sales Tax
Department of Highway Safety & Motor Vehicles	Department of Highway Safety & Motor Vehicles
	Data Records (MIX)
	IVR - FRED
	Electronic Payment System (EPS)
	Customer Service Receipts (CSR)
	Field Offices
Fish & Wildlife Conservation Commission	CLS Online
Department of Business & Professional Regulation	Department of Business & Professional Regulation
	Codes and Standards
Department of Juvenile Justice	Background Screening Unit
	Cost of Care

Department of Financial Services
 Invitation to Negotiate
 1819-01 ITN TR
 e-Payment Collection and Processing Services
 EXHIBIT 2

Table 4 - Local Government Participants List

***One Local Government Participant no longer on contract. Only 94 remaining are listed.**

Participant Name	Participant Name
Alachua County	City of Palm Coast
Broward County	City of Palm Harbor
Broward County Aviation	City of Pompano Beach
Broward County School Board	City of Port St Lucie
Canaveral Port Authority	City of Sanibel
Charlotte County	City of St Petersburg
City of Altamonte Springs	City of Tallahassee
City of Atlantic Beach	City of Tampa
City of Aventura	City of Tarpon Springs
City of Boca Raton	Clay County
City of Boynton Beach	Daytona State College
City of Bradenton	Duval County School Board
City of Cape Coral	Eastern Florida State College
City of Clearwater	Employee Health Benefits
City of Coconut Creek	Environmental Planning and Community Resilience Division (EPCRD)
City of Deland	Embry-Riddle Aeronautical University (ERAU)
City of Delray Beach	Escambia County
City of Destin	Florida Atlantic University (FAU)
City of Dunedin	Florida Gulf Coast University (FGCU)
City of Fort Myers	Florida International University (FIU)
City of Hollywood	Florida International University (FIU) Faculty Group Practice
City of Jacksonville	Florida Medical Practice
City of Jacksonville Beach	Florida Southwestern State College
City of Lake Worth	Florida State University (FSU)
City of Largo	Greater Orlando Aviation Authority (GOAA)
City of Madeira Beach	Hillsborough Area Regional Transit (HART)
City of Miramar	Hernando County
City of North Miami	Hillsborough Community College
City of North Miami Beach	Hillsborough County
City of Orlando	Lake County
City of Palm Bay	Lake Sumter State College

Department of Financial Services
 Invitation to Negotiate
 1819-01 ITN TR
 e-Payment Collection and Processing Services
 EXHIBIT 2

Table 4 (continued)

Participant Name
Lee County
Lee Memorial Health
LYNX
Manatee County
Manatee Tax Collector
Miami Dade Aviation
Miami Dade School Board
Monroe Regional Health
New College of Florida
Northwest Florida Water Management District
Orlando Utilities Commission
Osceola County
Osceola Technical College
Palm Beach County School Board
Pasco County
Pensacola State College
Pinellas County Board of County Commissioners
Pinellas School Board
Pinellas Technical Education Center
Polk State College
Public Works
South Florida Water Management District
Sarasota County
Sarasota County School Board/Booker Middle
State College of Florida
Seminole County Schools
St Johns County
St Johns River Water Management District
Suwannee River Water Management District
Tampa Museum of Art
University of Central Florida (UCF)
Valencia College



Bank of America

SEP 17 2018

BANK OF AMERICA, N.A.
 P.O. BOX 15284
 WILMINGTON DE 19850

ANALYSIS INVOICE

Member FDIC

WZ 303 000 000054 #001 SP 0.408

FL DEPT OF HIGHWAY SAFETY
 2900 APALACHEE PKWY
 TALLAHASSEE FL 32399-0500

FULL ANALYSIS BUSINESS CKG BANK AND COST CENTER NUMBER [REDACTED]

DATE PREPARED 09-06-18
 MONTH ENDING 08-31-18
 MONTHLY SETTLEMENT 08-31-18
 SETTLEMENT & ACCOUNT TYPE INVOICE 507
 OFFICER NUMBER B7PSX
 PAGE 1 OF 2

CUSTOMER SERVICE: 1.888.400.9009

INVOICE AND PAYMENT INFORMATION IS LISTED BELOW.

INVOICE NUMBER	INVOICE DATE	INVOICE AMOUNT/TAX	PAYMENT(S)/ ADJUSTMENT(S)	PMT/ADJ DATE	OUTSTANDING BALANCE
18070014712	08-03-18	\$ 31,069.62	\$ 31,069.62 PMT	09-04-18	\$.00
18080014591	09-06-18	33,135.14			33,135.14
					\$ 33,135.14

TOTAL AMOUNT DUE (US DOLLARS): \$ 33,135.14

 DETACH THIS PORTION AND REMIT TO ADDRESS SHOWN BELOW

ANALYSIS INVOICE

TOTAL AMOUNT DUE (U.S. DOLLARS): \$ 33,135.14

AMOUNT ENCLOSED: \$ _____

APPLY PAYMENTS TO THE FOLLOWING INVOICES:
 INVOICE NUMBER AND AMOUNT AMOUNT

ACCOUNT NUMBER [REDACTED]
 BANK AND COST CENTER NUMBER [REDACTED]

18080014591 \$ 33,135.14 \$ _____

MAIL PAYMENT TO:

BANK OF AMERICA
 ACCOUNT ANALYSIS
 P.O. BOX 842425
 DALLAS, TX 75284-2425

TOTAL PAYMENT DUE 30 DAYS FROM INVOICE DATE
 THANK YOU FOR BANKING WITH BANK OF AMERICA

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BANK OF AMERICA, N.A.
 P.O. BOX 15284
 WILMINGTON DE 19850

FL DEPT OF HIGHWAY SAFETY
 2900 APALACHEE PKWY
 TALLAHASSEE FL 32399-0500

ANALYSIS STATEMENT

Member FDIC

FULL ANALYSIS BUSINESS CKG
 BANK AND COST CENTER NUMBER



DATE PREPARED 09-06-18
 MONTH ENDING 08-31-18
 MONTHLY SETTLEMENT 08-31-18
 SETTLEMENT & ACCOUNT TYPE INVOICE 507
 OFFICER NUMBER B7PSK
 PAGE 1 OF 2

CUSTOMER SERVICE: 1.888.400.9009

BALANCE SUMMARY

AVG POSITIVE LEDGER BALANCE	\$.00
<hr/>		
AVG LEDGER BALANCE		.00
LESS AVG FLOAT		.00
<hr/>		
AVG COLLECTED BALANCE		.00
AVG NEGATIVE COLL BALANCE		.00
<hr/>		
AVG POSITIVE COLL BALANCE		.00
LESS RESERVES 00%		.00
<hr/>		
AVAIL BAL FOR EARNINGS CREDIT		.00
AVAILABLE BALANCE REQUIRED	195,069,775.80	
<hr/>		
NET AVAILABLE BALANCE	195,069,775.80	
REQ RESERVES ON NET AVAIL BAL		.00
<hr/>		
DEFICIT COLLECTED BALANCE	195,069,775.80	

EARNINGS CREDIT SUMMARY

AVAIL BAL FOR EARNINGS CREDIT	\$.00
<hr/>		
EARNINGS ON AVAILABLE BALANCE		.00
LESS TOTAL SERVICE CHARGES		33,135.14
<hr/>		
DEFICIT		33,135.14
<hr/>		
PERIOD TO DATE DEFICIT		33,135.14
<hr/>		
CURRENT PERIOD SERVICE CHARGE	\$	33,135.14
<hr/>		

INVOICE# 18080014591 IS ATTACHED
 FOR SERVICE CHARGES.

CURRENT MONTH'S EARNINGS CREDIT RATE = 0.20%		CURRENT MONTH'S MULTIPLE = \$5,887.09		
SERVICE	NUMBER OF UNITS	UNIT PRICE	SERVICE CHARGE	BALANCE REQUIRED
DEPOSITORY SERVICES				
DEPOSIT ACCOUNT STATEMENTS	1	.0000	.00	0.00
EDI SERVICES				
CP BILLER GTM CHARGEBACK	10	2.0000	20.00	117,741.93
CP BILLER GTM MAINTENTANCE	17	225.0000	3,825.00	22,518,145.17
CP BILLER GTM TRANSACTION	325,446	.0900	29,290.14	172,433,888.70
CPBG MNTHLY MAINT-DIVISION	72	.0000	.00	0.00
MISCELLANEOUS				
PHOTOCOPY-MANUAL	1	.0000	.00	0.00



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2900 APALACHEE PKWY
TALLAHASSEE FL 32399-0500

ANALYSIS STATEMENT

Member FDIC

FULL ANALYSIS BUSINESS CKG
BANK AND COST CENTER NUMBER



DATE PREPARED 09-06-18
MONTH ENDING 08-31-18
MONTHLY SETTLEMENT 08-31-18
SETTLEMENT & ACCOUNT TYPE INVOICE 507
OFFICER NUMBER B7PSK
PAGE 2 OF 2

SERVICE	NUMBER OF UNITS	UNIT PRICE	SERVICE CHARGE	BALANCE REQUIRED
TOTAL SERVICE CHARGES			33,135.14	195,069,775.80

INVOICE				PAGE 1 of 1
CUSTOMER ACCOUNT	INVOICE DATE	INVOICE NUMBER	PO NUMBER	PAYMENT TERMS
	19-SEP-2018	REM11352326		PAY ON RECEIPT

BILL TO	REMIT TO
FL DHSMV FIELD OFFICES FL DHSMV Field Offices 2900 Apalachee Pkwy MS24 A117-Revenue Reporting TALLAHASSEE, FL 32399-6552	Bank of America Merchant Services Post Office Box 1256 Englewood CO 80150-1256

NO	DESCRIPTION	QTY	UNIT PRICE	AMOUNT
1	AUGUST 2018 DISCOUNT/SERVICE CHARGE	1	216.99	\$ 216.99
2	AUGUST 2018 INTERCHANGE/ASSESSMENT	1	39876.28	\$ 39,876.28
3	AUGUST 2018 FEE	1	4615.47	\$ 4,615.47

TOTAL \$ 44,708.74 USD

Please detach and return with payment or wire amount due.

CUSTOMER ACCOUNT	INVOICE NUMBER	PLEASE REMIT
	REM11352326	\$ 44,708.74 USD

Enclosed is my check for: _____

WIRE INSTRUCTIONS			
BANK NAME	ROUTING/TRANSIT NO	ACCOUNT NO	CREDIT OF

Bank of America Merchant Services
 Post Office Box 1256
 Englewood CO 80150-1256

Bank of America Merchant Services
Post Office Box 1256
Englewood, CO 80150-1256

August 2018

Merchant Name	Merchant #	Amount Due	Discount/Svc Chg	Fee	Financial Adj	Intchg / Assmt
68-68H40 CSC KISSIMM		\$261.50	\$1.11	\$22.46		\$237.93
85-09Q15 CSC TALLAHA		\$294.04	\$1.04	\$22.42		\$270.58
DHSMV V12 8147 6869		\$98.88	\$0.40	\$9.09		\$89.39
DHSMV V13 8148 6871		\$97.52	\$0.40	\$10.67		\$86.45
DIRECT MAIL FAST TIT		\$360.19	\$0.19	\$6.41		\$353.59
DRIVING RECORDS		\$292.41	\$1.30	\$41.69		\$249.42
FL DEPT OF MOTOR VE		\$91.19	\$0.29	\$8.21		\$82.69
FL DRIVERS LICENSES		\$1,624.14	\$8.47	\$163.07		\$1,452.60
FL DRIVERS LICENSES		\$2,262.66	\$11.46	\$214.12		\$2,037.08
FL DRIVERS LICENSES		\$3,875.00	\$19.17	\$385.31		\$3,470.52
FL DRIVERS LICENSES		\$3,383.38	\$16.37	\$342.78		\$3,024.23
FL DRIVERS LICENSES		\$2,356.71	\$11.73	\$236.11		\$2,108.87
FL DRIVERS LICENSES		\$0.05		\$0.05		
FL DRIVERS LICENSES		\$3,872.05	\$19.14	\$388.61		\$3,464.30
FL DRIVERS LICENSES		\$2,032.64	\$9.80	\$227.04		\$1,795.80
FL DRIVERS LICENSES		\$3,681.09	\$19.49	\$390.41		\$3,271.19
FL DRIVERS LICENSES		\$6,454.68	\$32.75	\$687.41		\$5,734.52
FL DRIVERS LICENSES		\$2,889.30	\$14.30	\$305.27		\$2,569.73
FL DRIVERS LICENSES		\$798.08	\$3.50	\$77.77		\$716.81
FL DRIVERS LICENSES		\$2,665.55	\$13.06	\$273.52		\$2,378.97
FL DRIVERS LICENSES		\$2,481.85	\$12.53	\$258.19		\$2,211.13
FL DRIVERS LICENSES		\$1,325.88	\$6.92	\$134.08		\$1,184.88
FL DRIVERS LICENSES		\$180.58	\$0.77	\$18.23		\$161.58
FL DRIVERS LICENSES		\$175.97	\$0.87	\$17.20		\$157.90
FL DRIVERS LICENSES		\$154.49	\$0.67	\$16.74		\$137.08
FL DRIVERS LICENSES		\$57.01	\$0.25	\$11.59		\$45.17
FL DRIVERS LICENSES		\$68.77	\$0.31	\$7.45		\$61.01
FL DRIVERS LICENSES		\$106.61	\$0.57	\$10.21		\$95.83
FL DRIVERS LICENSES		\$160.95	\$0.63	\$15.84		\$144.48
FL DRIVERS LICENSES		\$67.91	\$0.27	\$7.78		\$59.86
FL DRIVERS LICENSES		\$8.59	\$0.11	\$2.44		\$6.04
FL DRIVERS LICENSES		\$143.21	\$0.33	\$8.17		\$134.71
FL DRIVERS LICENSES		\$71.45	\$0.40	\$14.31		\$56.74
FL DRIVERS LICENSES		\$25.20	\$0.09	\$6.78		\$18.33
FL DRIVERS LICENSES		\$57.25	\$0.26	\$10.27		\$46.72
FL DRIVERS LICENSES		\$26.95	\$0.13	\$7.56		\$19.26
FL DRIVERS LICENSES		\$51.70	\$0.28	\$13.97		\$37.45
FL DRIVERS LICENSES		\$39.37	\$0.20	\$10.44		\$28.73
FL DRIVERS LICENSES		\$20.75	\$0.09	\$6.56		\$14.10
FL DRIVERS LICENSES		\$101.29	\$0.63	\$18.28		\$82.38
FL DRIVERS LICENSES		\$80.26	\$0.44	\$15.32		\$64.50
FL DRIVERS LICENSES		\$62.92	\$0.35	\$11.92		\$50.65
FL DRIVERS LICENSES		\$60.81	\$0.28	\$12.30		\$48.23
FL DRIVERS LICENSES		\$35.55	\$0.16	\$8.45		\$26.94
FL DRIVERS LICENSES		\$82.44	\$0.52	\$15.48		\$66.44
FL DRIVERS LICENSES		\$43.48	\$0.28	\$9.03		\$34.17
FL DRIVERS LICENSES		\$27.72	\$0.15	\$4.74		\$22.83
FL MS 68-18		\$22.94	\$0.06	\$5.35		\$17.53
FL MS 68-22		\$101.61	\$0.38	\$9.64		\$91.59
FL MS 68-23		\$12.39	\$0.09	\$2.65		\$9.65
FL MS 68-24		\$385.62	\$1.21	\$34.76		\$349.65

Bank of America Merchant Services
Post Office Box 1256
Englewood, CO 80150-1256

August 2018

Merchant Name	Merchant #	Amount Due	Discount/Svc Chg	Fee	Financial Adj	Intchg / Assmt
FL MS 68-26		\$17.97	\$0.07	\$4.89		\$13.01
FL MS 68-29		\$59.70	\$0.30	\$6.03		\$53.37
FL MS 68-30		\$25.25	\$0.08	\$1.35		\$23.82
FL MS 68-39		\$247.94	\$0.53	\$13.88		\$233.53
FL MS 68-47		\$0.66		\$0.04		\$0.62
Q01 PROCESS AND ISS		\$39.72	\$0.16	\$9.58		\$29.98
Q08 FINANCIAL RESPO		\$294.98	\$0.97	\$25.70		\$268.31
SPECIAL TAG ISSUANC		\$389.94	\$0.68	\$15.85		\$373.41
TOTAL		\$44,708.74	\$216.99	\$4,615.47		\$39,876.28

PLEASE REMIT COPY OF INVOICE WITH PAYMENT TO BANK OF AMERICA MERCHANT SERVICES AT THE ABOVE ADDRESS.

1819-01 ITN TR, e-Payment Collection and Processing Services

Addendum No. 1

MODIFICATIONS

Changes to the ITN are indicated by an **underscore**, deletions are indicated by a ~~strikethrough~~. Please be advised that the following changes are applicable to the original specifications of the above-referenced ITN:

1. Section 1.3, Background, paragraph 2 is hereby amended as indicated below:

The Department currently provides a spectrum of e-Payment services through participation in a statewide e-Payment services contract which allows for the acceptance of Payment Cards and eChecks by Participants, in accordance with section 215.322, F.S. Currently, ~~twenty (20)~~ **nineteen (19)** State agencies and ~~ninety five (95)~~ **ninety-four (94)** other users (including local governments) are utilizing the e-Payment services contract.

2. Section 2.2, Timeline, is hereby amended as indicated below:

The following schedule will be strictly adhered to in all actions relative to this solicitation. The Department reserves the right to adjust this schedule and will notify participants in the solicitation by posting an addendum on VBS. It is the responsibility of the Respondent to check VBS on a regular basis for such updates.

Timeline	Event Time Eastern Time (ET)	Event Date
ITN posted on the VBS.	N/A	11/05/2018
Deadline to submit questions to Procurement Officer.	5:00 PM ET	11/20/2018
Anticipated date to post answers to Respondents' questions on VBS.	N/A	12/06/2018
Deadline to submit Responses and all required documents to the Department.	3:00 PM ET	12/20/2018 <u>1/3/2019</u>
Public Response opening. Amy Jones, 200 E. Gaines Street, Tallahassee, FL, Larson Building Room 116	3:15 PM ET	12/20/2018 <u>1/3/2019</u>
Public meeting for negotiation team to discuss recommended award. 200 E. Gaines Street, Tallahassee, FL, Larson Building Room 116	TBD	TBD
<u>Anticipated</u> date to post Notice of Intent to Award on VBS.	TBD	TBD

1819-01 ITN TR, e-Payment Collection and Processing Services

Addendum No. 1

3. Section 3.5.3, Financial Documentation, is hereby amended as indicated below:

The Respondent must submit its most recent three (3) years of independently audited financial statements as evidence the Respondent has sufficient financial resources and stability to provide the services sought. **The Respondent may submit this information to the Department via CD-ROM, flash drive, or direct web link in lieu of printed audited financial statements.** The financial information will not become part of the Contract.

4. Section 4.3.3, Price Response, is hereby amended as indicated below:

The Procurement Officer will evaluate the Price Response. The Price Response must be submitted on the Excel spreadsheet provided by the Department. **Respondents must contact the Procurement Officer to request the Excel spreadsheet.** Price Responses for the initial Contract term will be awarded a maximum of ~~300~~ **30** points. Price Responses for the renewal period will be awarded a maximum of ~~150~~ **15** points. The scores for the Price Response will be a prorated portion of the points based on the formula below, which is based on two factors. First is the ratio of each Respondent's price versus the lowest proposed price. The second factor is based on each Respondent's technical score. A ratio is created based on the Respondent's technical score divided by the maximum available technical points. The ratios are then multiplied to calculate the total price score based on the following formula:

Initial term: (Lowest Respondent's Price/Respondent's Price) x (Respondent's Technical Score/Maximum Technical Score) x (Maximum Number of Points available) = Points Awarded for Price Response

Renewal term: (Lowest Respondent's Price/Respondent's Price) x (Respondent's Technical Score/Maximum Technical Score) x (Maximum Number of Points available) = Points Awarded for Price Response

5. Section 6.2.c., IVR, of the Standard Contract's Attachment 2, Statement of Work, is hereby amended as indicated below:

c. IVR – The Contractor shall provide an IVR system with touch-tone and speech-recognition capabilities, operating twenty-four (24) hours a day, seven (7) days a week. [Routine maintenance windows will be determined during negotiations. The routine maintenance windows must be between the hours of 12:00 AM and 6:00 AM ET.] The IVR system must:

- i.** interacts with the Participant's business systems and associated databases;
- ii.** be available in English and Spanish [If the Respondent's proposed IVR option has additional languages available, the Respondent should indicate those languages in its Response and include pricing for them in its Price Response];
- iii.** accept and process payments twenty-four (24) hours a day, seven (7) days a week; ~~and~~
- iv.** transfer Customers to a Participant's customer support call center and/or a Contractor's customer support service representative, Monday – Friday 7:00 AM to 7:00 PM ET; **and**
- v. be capable of providing customized scripts to accommodate the Participants' needs.**

1819-01 ITN TR, e-Payment Collection and Processing Services

Addendum No. 1

6. **Section 6.2.d., Batch File Transfer, of the Standard Contract's Attachment 2, Statement of Work, is hereby amended as indicated below:**

d. Batch File Transfer – The Contractor shall facilitate a method for its receipt of daily custom batch files (which contain ACH instructions and pertinent Customer information) from Participants and third-party contractors that host Participant payment applications. Each batch file may contain up to 99,999 individual transactions scheduled for a specific date. Batch files will be sent between 5:00 PM and 8:00 PM ET each Business Day. The Contractor shall:

- i. complete acceptance of transactions received via batch file prior to beginning the end-of-day process;
- ii. send an acknowledgment for each batch file that contains the number and total dollar amount of accepted transactions, and individually identifies any rejected transactions and the reason for the rejection;
- iii. convert effective dates in batch files to applicable processing dates to ensure that the transactions sent through the ACH network accommodate expected effective dates;
- ~~iv. provide extended processing network hours to complete settlements, eliminating split batches caused by high volumes of transactions that overlap settlement cut-off times;~~
- ~~v.~~ **iv.** at the Participant's request, provide the Participant with a Remittance File that includes a minimum of fifteen (15) Participant-defined fields; and
- ~~vi.~~ **v.** provide single batch settlement processing for batch sizes of up to 99,999 transactions.

The Contractor shall process all batches submitted before 8:00 PM without splitting the batch. Any batches received after 8:00 PM shall be processed on the following Business Day.

7. **Addendum D, Volumes, Equipment, and e-Payment Processing Options, is hereby amended as indicated in the attached Revised Addendum D.**
8. **Attachment D, Price Response, is hereby amended as indicated in the attached Revised Attachment D.**

Failure to file a protest within the time prescribed in section 120.57(3), F.S., or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, F.S.

DEPARTMENT OF FINANCIAL SERVICES
Volumes, Equipment, and e-Payment Processing Options

REVISED Addendum D

Transaction Volumes				
For the period of: 07/01/2017-06/30/2018				
	Agency Participants		Other Users (including Local Government Participants)	
Transaction Type	Transaction Count	Total Amount	Transaction Amount	Total Amount
Visa	45,845,757	\$1,537,823,340	14,961,154	\$767,500,006
Master Card	13,953,543	\$587,891,531	5,226,786	\$364,249,042
Discover	1,578,629	\$49,405,331	330,442	\$25,410,347
American Express	6,910,084	\$370,796,718	1,365,297	\$179,313,248
ACH	5,223,151	\$34,953,858,306	Not Available	Not Available
<u>EFT</u>	<u>688,837</u>	<u>\$15,191,714,662</u>	<u>Not Available</u>	<u>Not Available</u>
Total	74,200,001	\$52,691,489,888	21,883,679	\$1,336,472,643

* Annual volumes represent historical information and may not be representative of actual volumes for the new Contract period. **Legislature volumes are not included in the Agency Participant Total because the transaction type detail is not available.**

NOTE: Payment Card Totals include the Department of Transportation Florida Turnpike Enterprise/SunPass transaction total amount of approximately \$1,500,000,000.

Equipment and Volumes (Only Available for Agency Participants)

Point of Sale	No. of Devices used by Agency Participants
FD-100 TI	5
FD 130	384
FD 130 Duo	134
FD200 TI	5
FD300 TI	2
FD35 HW PIN Pad w NFC-EMV	182
FD400GT	1
FD410DW	4
HYPE PPAD S9 PCI 6FT CABLE	5
HYPERCOM T4210	1
VERIF-OMNI 3750 POS TERM	1
Vx570 - FD POS	7
Clover Go Reader	1
*Data represents historical information and may not be representative of actual volumes for the new Contract period.	

e-Payment Processing Options and Application Volumes (Only Available for Agency Participants)		
Options	No. of Applications used by Agency Participants	Current Providers
Full Gateway Enrolled / Web portal direct access/IVR	5	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO
Full Hosted One Time Pay (OTP)/ Simple web, direct access	2	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO Cybersource Gateway ECOM
Partial Gateway Enrolled / Partial Gateway (OTP)/ Web portal SSO/ Simple Web SSO	27 **	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO Cybersource Gateway ECOM
Gateway/ Enrolled / API	6	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO Cybersource Gateway ECOM Payeezy
Customer Service Rep. Payment Entry/ Payment Management/ Payment Center	19	Payment Collection Gateway via Govolution CashPro Biller Gateway via Alacriti v5.0 RC MOTO Cybersource Gateway ECOM
Custom batch/SSO/API	1 ***	CashPro Biller Gateway via Alacriti v5.0 RC MOTO
<p>*Data represents historical information and may not be representative of actual volumes for the new Contract period.</p> <p>**The Department of Highway Safety and Motor Vehicles utilizes this methodology at 80 field offices.</p> <p>*** The Department of Revenue utilizes 17 batch file processes and 10 SSO/API options.</p>		

REVISED ATTACHMENT D
PRICE RESPONSE FORM
INSTRUCTIONS

Respondents must request the Excel version of this form from the Procurement Officer and submit the Excel version in their Responses. Respondents should NOT use the PDF version of this form to create their own Excel version.

Pricing should reflect the cost of the services as those services are described in the Statement of Work. Optional or additional services, goods, etc (i.e. gateways) should be provided in the Additional Tiered Pricing sheet unless the service is charged as a flat fee, in which case it should be added to the Additional Non-Tiered Pricing sheet.

Though only the Tiered Pricing and Non-Tiered Pricing will be used to calculate the Respondent's score for the Price Response, the Respondent must provide pricing for the following pricing groups:

POS Pricing

Tiered Pricing

Non-Tiered Pricing

Additional Tiered Pricing (if applicable)

Additional Non-Tiered Pricing (if applicable)

POS Pricing

Please list all pricing for **POS** equipment the Respondent proposes to offer to Participants (current POS equipment being utilized by Participants is listed in the Standard Contract's Addendum D, Volumes, Equipment, and e-Payment Processing Options).

Complete each field to record the proposed lease duration and price, shipping costs, maintenance costs (if any), and single and bulk purchase prices. Note: shipping costs may be designated as "Pass-Through" costs.

Tiered Pricing

Items listed on the **Tiered Pricing** sheet represent the current transaction-based items and services being utilized by Participants.

Respondents must offer **Tiered Pricing** based on the number of transactions processed. Tier ranges are defined on the Tiered Pricing sheet.

Spaces have been provided for pricing that falls under pricing categories, such as "**Credit Card Usage Fees.**" List all fees and pricing that will apply to this pricing category. Add additional rows if necessary.

Add rows as needed for other transaction-based **Tiered Pricing** items and services required to implement or support the proposed solution but not listed on the sheet. Do not add value-added services or optional services to this sheet.

The Excel sheet will automatically calculate Pricing Totals for Tier 1 (with individual prices multiplied by 25,000), Tier 2 (with individual prices multiplied by 50,000), Tier 3 (with individual prices multiplied by 100,000), and Tier 4 (with individual prices multiplied by 150,000) for the Initial Term and Renewal Term on the Summary sheet.

If an individual service listed is not available enter "N/A."

Respondents should be aware that the renewal price they provide is for the entire five (5) year renewal term (i.e., the pricing for the Contract only changes once and that is at the end of the initial term).

Additional Tiered Pricing

Enter **Additional Tiered Pricing** for optional or additional (i.e., value-added) services not required but recommended to implement or support the proposed solutions on the "**Additional Tiered Pricing**" sheet. Additional tiered pricing will not be factored into the Price Response score.

Non-Tiered Pricing

Items listed on **Non-Tiered Pricing** represent the current unit-based items and services being utilized by Participants.

Add rows as needed for other **Non-Tiered Pricing** items and services required to implement or support the proposed solutions but not listed on the sheet.

The Excel sheet will automatically calculate Pricing Totals for the Initial Term and Renewal Term on the Summary sheet.

Additional Non-Tiered Pricing

implement or support the proposed solutions on the "**Additional Non-Tiered Pricing**" sheet. The Additional Non-Tiered Pricing sheet can also be used to provide alternative pricing methods for services listed on the Non-Tiered Pricing sheet (e.g., a flat fee for post-implementation customized development instead of an hourly fee). Additional non-tiered pricing will not be factored into the Price Response score.

A grand total for initial term and renewal term pricing will be reflected on the Summary sheet once the totals for **Tiered Pricing** and **Non-Tiered Pricing** have been entered.

REVISED ATTACHMENT D
PRICE RESPONSE FORM
NON-TIERED PRICING

Service Description	Initial Term Non-Tiered Pricing	Renewal Term Non-Tiered Pricing
Monthly Maintenance Fee - Fully Hosted Gateway		
Monthly Maintenance Fee - Partially Hosted Gateway		
Monthly Maintenance Fee - Non-Hosted Gateway		
Monthly Maintenance Fee - IVR		
Remittance File		
Master File Maintenance		
Batch File Fee		
ACH Fee		
Interchange Dues and Assessments		
Monthly On-Demand Reporting (Statement of Work Section 7.1)		
Monthly Ad Hoc Reporting (Statement of Work Section 7.1)		
Custom Reports (Statement of Work Section 7.1(F))		
File Development for Creation of Custom Reports		
File Transmissions		
Monthly Maintenance Fee - Web Portal Access		
Monthly Data File Manager Fee		
Implementation Fee - Fully Hosted (Statement of Work Section 5.2)		
Implementation Fee - Partially Hosted (Statement of Work Section 5.2)		
Implementation Fee - Non-Hosted (Statement of Work Section 5.2)		
Implementation Fee - IVR (Statement of Work Section 5.2)		
Hourly Fee for Post-Implementation Customized Development		
Total	0	0

**REVISED ATTACHMENT D
PRICE RESPONSE FORM**

PRICING SUMMARY		
	Initial Term	Renewal Term
TIERED PRICING		
Tier 1 Total	0	0
Tier 2 Total	0	0
Tier 3 Total	0	0
Tier 4 Total	0	0
Total Tiered Pricing	0	0
NON-TIERED PRICING		
Non-Tiered Pricing	0	0
Total Non-Tiered Pricing	0	0
GRAND TOTAL PRICING	0	0



Navigation

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Advertisement Detail

**Department of Financial Services
Invitation to Negotiate
e-Payment Collection and Processing Services**

Advertisement Number: 1819-01 ITN TR

Version Number: 003

Advertisement Begin Date/Time: 11/05/2018 - 05:00 P.M.

Advertisement End Date/Time: 05/31/2019 - 05:00 P.M.

Mod: 01-24-2019 01:24:36

Last Edit: Thursday, January 24, 2019 at 01:25:49 P.M.

Commodities:

- 84121500 Banking institutions
- 84121501 Privately owned banks
- 84121502 Publicly owned banks
- 84141602 Credit card service providers
- 93151608 Government or central bank services

1/24/2019 - DFS hereby posts Addendum 2 and the Revised Attachment C, Mandatory Criteria Certification.

12/14/2018 – DFS hereby posts its Questions and Answers document along with Exhibits 1 – 3. DFS also posts Addendum 1 along with Revised Addendum D, Volumes, Equipment, and e-Payment Processing Options and Revised Attachment D, Price Response Form.

12/11/2018: The Department is still working to finalize the Questions and Answers document. The Department will extend the Response deadline to account for this delay and will post the revised due date via addendum when the Questions and Answers are posted to the Vendor Bid System.

Pursuant to section 215.322, Florida Statutes, the Department of Financial Services (Department), an agency of the state of Florida (State), seeks Responses to this Invitation to Negotiate (ITN) from qualified vendors interested in providing electronic payment (e-Payment) collection and processing services statewide. The solicitation will be administered through the Vendor Bid System (VBS). The submitted Response must comply with the terms and conditions stated in this ITN.

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

For complete information regarding the details of this solicitation please review the attached ITN documents in their entirety.

Invitation to Negotiate will be opened at the below address at 03:15 P.M., January 03, 2019.

Please direct all questions to:
Amy Jones

Phone: (850) 413-2070

200 East Gaines Street
Larson Building, Room 116
Tallahassee FL, 32399

Email: DFSPurchasing@myfloridacfo.com








Any person with a disability requiring special accommodations at the pre-solicitation conference and/or bid/proposal opening shall contact purchasing at the phone number above at least five (5) working days prior to the event. If you are hearing or speech impaired, please contact this office by using the Florida Relay Services which can be reached at 1 (800) 955-8771 (TDD).

The Department reserves the right to reject any and all bids or accept minor irregularities in the best interest of the State of Florida.

Certified Business Enterprises are encouraged to participate in the solicitation process.

Downloadable Files for Advertisement

Version	Description	Type	Required
Original	ITN Document (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment A Contract Signature Page (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 1 Standard Terms and Conditions (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
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Original	Attachment F Award Preferences (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
002	Questions and Answers (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
002	Exhibit 1 - Pricing (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>

002	Exhibit 2 - Tables (Open/Save/View)	Complete Document	
002	Exhibit 3 - Statements Redacted (Open/Save/View)	Complete Document	
002	Addendum 1 (Open/Save/View)	Complete Document	
002	REVISED Addendum D (Open/Save/View)	Complete Document	
002	REVISED Attachment D, Price Response Form (Open/Save/View)	Complete Document	
003	Addendum 2 (Open/Save/View)	Complete Document	
003	REVISED Attachment C (Open/Save/View)	Complete Document	

 indicates a required (not withdrawn) file

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1819-01 ITN TR, e-Payment Collection and Processing Services

Addendum No. 2

MODIFICATIONS

Changes to the ITN are indicated by an **underscore**, deletions are indicated by a ~~strikethrough~~. Please be advised that the following changes are applicable to the original specifications of the above-referenced ITN:

- 1) **The first paragraph of Section 6.5., Payment Settlement and Deposit, of the Standard Contract's Attachment 2, Statement of Work, is hereby amended as indicated below:**

6.5. Payment Settlement and Deposit. In accordance with Rule 69C-4.004, F.A.C., within ~~forty-eight (48) hours~~ **two (2) Business Days** of authorization, the Contractor shall ensure the deposit of all authorized payments (regardless of payment type or e-Payment Processing Option) directly into: 1) for Agency Participants, the Agency Participant's subaccount of the Department's concentration bank account; and 2) for Local Government Participants, the Local Government Participant's settlement account, as designated by the Local Government Participant. The account designated for deposit is referred to as the "Depository Account."

- 2) **The following evaluation question on Attachment B, Evaluator Score Sheet, pertaining to Section 6.5., Payment Settlement and Deposit, of the Standard Contract's Attachment 2, Statement of Work, is hereby amended as indicated below:**

6.5	Will the Respondent settle all payments directly into the Depository Account within forty-eight (48) hours <u>two (2) Business Days</u> of authorization?
-----	---

- 3) **Question 11 on Attachment C, Mandatory Criteria Certification, is hereby deleted in its entirety as indicated in the attached Revised Attachment C.**

Failure to file a protest within the time prescribed in section 120.57(3), F.S., or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, F.S.

**DEPARTMENT OF FINANCIAL SERVICES
Mandatory Criteria Certification
1819-01 ITN TR**

REVISED Attachment C

This form must be completed by the Respondent's authorized representative. The Respondent acknowledges that the Department will rely on the representations made on this form in making its decision of award. If the Department discovers that any of the information on this form is false prior to the award of the Contract, the Department will determine the Respondent non-responsive and not evaluate its Response. If the Department discovers that any information on this form is false after the award to the Respondent is made, the Department reserves the right to terminate the Contract and the Respondent will be liable for costs associated with re-procuring the services.

1. Does Respondent certify that it agrees to the terms above?
Yes ___ No___

2. Does Respondent certify that the person submitting the Response is authorized to respond to this ITN on Respondent's behalf?
Yes ___ No___

3. Does the Respondent certify that it has met the disclosure requirements for Conflicts of Interest as outlined in Section 6 of the PUR 1001?
Yes ___ No___

4. Does Respondent certify that it is not a Discriminatory Vendor or Convicted Vendor as defined in Sections 7 and 8 of the PUR 1001?
Yes ___ No___

5. Does Respondent certify compliance with Section 9, Respondent's Representation and Authorization, of the PUR 1001?
Yes ___ No___

6. Does Respondent agree to protect, defend, and indemnify the Department for any and all claims arising from or relating to the Respondent's determination that the redacted portions of its Response are confidential, proprietary, trade secret, or otherwise not subject to disclosure?
Yes ___ No___

7. Certify one and select the appropriate response for the others, or select "No" for each if none can be certified to:
 - a. Does Respondent certify that it is registered with the Florida Department of State?
Yes ___ No___ N/A___

- b. Does Respondent certify that if awarded a contract under this solicitation, it will register with the Florida Department of State prior to execution of the Contract?
Yes ___ No___ N/A___
- c. Does Respondent certify that it is not required to register with the Florida Department of State (see applicable sections of Title XXXVI, Business Organizations, chapters 605 through 623, F.S.)?
Yes ___ No___
8. Certify one and select “N/A” on the other, or select “No” for each if neither can be certified to:
- a. Does Respondent certify that a drug-free workplace has been implemented in accordance with section 287.087, F.S.?
Yes ___ No___ N/A___
- b. Does Respondent agree to waive its right to be given preferential treatment as a drug-free workplace in the event of a tie?
Yes ___ No___ N/A___
9. Does the Respondent certify that it is not engaged in a boycott of Israel?
Yes ___ No___
10. Does the Respondent certify that it is not 1) on the Scrutinized Companies with Activities in Sudan List, or 2) on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List? *Based on the total submitted on the Price Response, including all renewal years, select “N/A” if the goods or services to be provided are less than \$1 million.*
Yes ___ No___ N/A___
- ~~11. Does the Respondent certify that, in accordance with Section 6.5, Payment Settlement and Deposit, of the Standard Contract’s Attachment 2, Statement of Work, it will either: 1) settle authorized e-Payments directly into the Participants’ Depository Accounts; or 2) settle the e-Payments in a temporary holding account at a qualified public depository, as defined in section 280.02, F.S., and transfer the funds to the Depository Accounts within forty-eight (48) hours of authorization?~~
Yes ___ No___ **Intentionally omitted.**
12. Does the Respondent certify that it is Payment Card Industry compliant?
Yes ___ No___
13. Does the Respondent certify that it has a minimum of five (5) years’ of experience in providing e-Payment services to governments or entities that are comparable to the State in scope and complexity?
Yes ___ No___

14. Does the Respondent certify that it has the ability to accept, authorize, and process Discover, MasterCard, and Visa brand Payment Cards and that it has the ability to accept and facilitate the authorization and processing of American Express brand Payment Cards?

Yes ___ No ___

As the person authorized to sign the statement, I certify that the Respondent has accurately answered each of the certification questions above.

Dated this _____ day of _____ 2018.

Name of Respondent: _____

Signature: _____

Printed Name: _____



Navigation

[VBS Home](#)

[VBS Search](#)

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Advertisement Detail

Department of Financial Services Invitation to Negotiate e-Payment Collection and Processing Services

Advertisement Number: 1819-01 ITN TR

Version Number: 006

Advertisement Begin Date/Time: 11/05/2018 - 05:00 P.M.

Advertisement End Date/Time: 05/31/2019 - 05:00 P.M.

Mod: 02-12-2019 10:21:18

Last Edit: Tuesday, February 12, 2019 at 10:21:54 A.M.

Commodities:

- 84121500 Banking institutions
- 84121501 Privately owned banks
- 84121502 Publicly owned banks
- 84141602 Credit card service providers
- 93151608 Government or central bank services

2/12/2019 - DFS hereby posts Addendum 4 to this ITN.

1/25/2019 - As Addendum 3 to this ITN, all requirements pertaining to notarization on the Attachment E, Business Reference Form are hereby waived.

1/24/2019 - DFS hereby posts Addendum 2 and the Revised Attachment C, Mandatory Criteria Certification.

12/14/2018 – DFS hereby posts its Questions and Answers document along with Exhibits 1 – 3. DFS also posts Addendum 1 along with Revised Addendum D, Volumes, Equipment, and e-Payment Processing Options and Revised Attachment D, Price Response Form.

12/11/2018: The Department is still working to finalize the Questions and Answers document. The Department will extend the Response deadline to account for this delay and will post the revised due date via addendum when the Questions and Answers are posted to the Vendor Bid System.

Pursuant to section 215.322, Florida Statutes, the Department of Financial Services (Department), an agency of the state of Florida (State), seeks Responses to this Invitation to Negotiate (ITN) from qualified vendors interested in providing electronic payment (e-Payment) collection and processing services statewide. The solicitation will be administered through the Vendor Bid System (VBS). The submitted Response must comply with the terms and conditions stated in this ITN.

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For complete information regarding the details of this solicitation please review the attached ITN documents in their entirety.

Invitation to Negotiate will be opened at the below address at 03:15 P.M., January 03, 2019.

Please direct all questions to:

Amy Jones
Phone: (850) 413-2070

200 East Gaines Street
Larson Building, Room 116
Tallahassee FL, 32399

Email: DFSPurchasing@myfloridacfo.com

Any person with a disability requiring special accommodations at the pre-solicitation conference and/or bid/proposal opening shall contact purchasing at the phone number above at least five (5) working days prior to the event. If you are hearing or speech impaired, please contact this office by using the Florida Relay Services which can be reached at 1 (800) 955-8771 (TDD).

The Department reserves the right to reject any and all bids or accept minor irregularities in the best interest of the State of Florida.

Certified Business Enterprises are encouraged to participate in the solicitation process.

Downloadable Files for Advertisement

Version	Description	Type	Required
Original	ITN Document (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment A Contract Signature Page (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 1 Standard Terms and Conditions (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 2 Statement of Work (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 4 PUR 1000 (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
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Original	Attachment E Business Reference Form (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>

Original	Attachment F Award Preferences (Open/Save/View)	Complete Document	
002	Questions and Answers (Open/Save/View)	Complete Document	
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006	Addendum 4 (Open/Save/View)	Complete Document	

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1819-01 ITN TR, e-Payment Collection and Processing Services

Addendum No. 4

MODIFICATIONS

Changes to the ITN are indicated by an **underscore**, deletions are indicated by a ~~striketrough~~. Please be advised that the following changes are applicable to the original specifications of the above-referenced ITN:

1) ITN Section 2.1.2.2, Technical Response Evaluation, is amended as follows:

2.1.2.2 Technical Response Evaluation

All Responses reviewed by the Procurement Officer pursuant to the criteria in Section 2.1.2.1, Administrative Review, and determined to be responsive will be evaluated according to the evaluation criteria set forth in Attachment B, Evaluator Score Sheet, and set forth in this ITN. The Responses will be scored individually ~~and the points for price will be added to the evaluation team scores by the Procurement Officer~~ to establish a competitive range of Responses reasonably susceptible of award (Competitive Range). The Department may then select one or more Respondents within the Competitive Range with which to commence negotiations (concurrently or sequentially), or may reject all Responses.

2) ITN Section 4.3.3, Price Response is amended as follows:

4.3.3 Price Response

The Price Response will not be scored in the Evaluation Phase but will be addressed in the Negotiation Phase. The Procurement Officer will evaluate the Price Response. The Price Response must be submitted on the Excel spreadsheet provided by the Department. **Respondents must contact the Procurement Officer to request the Excel spreadsheet.** Price Responses for the initial Contract term will be awarded a maximum of 30 points. Price Responses for the renewal period will be awarded a maximum of 15 points. The scores for the Price Response will be a prorated portion of the points based on the formula below, which is based on two factors. First is the ratio of each Respondent's price versus the lowest proposed price. The second factor is based on each Respondent's technical score. A ratio is created based on the Respondent's technical score divided by the maximum available technical points. The ratios are then multiplied to calculate the total price score based on the following formula:

~~**Initial term:** (Lowest Respondent's Price/Respondent's Price) x (Respondent's Technical Score/Maximum Technical Score) x (Maximum Number of Points available) = Points Awarded for Price Response~~

~~**Renewal term:** (Lowest Respondent's Price/Respondent's Price) x (Respondent's Technical Score/Maximum Technical Score) x (Maximum Number of Points available) = Points Awarded for Price Response~~

3) The instructions on the Revised Attachment D, Price Response Form, are hereby deleted in their entirety. Respondents do not need to resubmit the Price Response Form.

Failure to file a protest within the time prescribed in section 120.57(3), F.S., or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, F.S.



Navigation

[VBS Home](#)
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[Advertiser Login](#)

Advertisement Detail

Department of Financial Services

Agency Decisions

e-Payment Collection and Processing Services

Advertisement Number: 1819-01 ITN TR A.D.

Version Number: 000

Advertisement Begin Date/Time: 02/27/2019 - 03:00 P.M.

Advertisement End Date/Time: 03/04/2019 - 03:00 P.M.

Mod: 02-27-2019 02:37:01

Last Edit: Wednesday, February 27, 2019 at 02:37:01 P.M.

Commodities:

84121500	Banking institutions
84121501	Privately owned banks
84121502	Publicly owned banks
84141602	Credit card service providers
93151608	Government or central bank services

Alacriti Payments, LLC, is deemed nonresponsive for failure to meet the requirements of e-Payment Collection and Processing Services, ITN Sections 3.5.3 and 3.6.5.

Pursuant to section 120.57(3), Florida Statutes, the posting of this Notice of Agency Decision will commence on February 27, 2019, at 3:00 P.M. EST and will continue for 72 consecutive hours, excluding holidays and weekends, and will expire on March 4, 2019, at 3:00 P.M. EST.

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes.

POSTING IS VALID FOR 72 CONSECUTIVE HOURS, EXCLUDING SATURDAYS, SUNDAYS, AND HOLIDAYS

Please direct all questions to:

Amy Jones

Phone: (850) 413-2070

200 East Gaines Street

Tallahassee FL, 32399

Email: DFSPurchasing@myfloridacfo.com

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[Click here to view Original Advertisement.](#)

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Advertisement Detail

**Department of Financial Services
Invitation to Negotiate
e-Payment Collection and Processing Services**

Advertisement Number: 1819-01 ITN TR

Version Number: 007

Advertisement Begin Date/Time: 11/05/2018 - 05:00 P.M.

Advertisement End Date/Time: 12/31/2019 - 05:00 P.M.

Mod: 05-21-2019 10:30:29

Last Edit: Tuesday, May 21, 2019 at 10:30:29 A.M.

Commodities:

- 84121500 Banking institutions
- 84121501 Privately owned banks
- 84121502 Publicly owned banks
- 84141602 Credit card service providers
- 93151608 Government or central bank services

5/21/2019 - DFS is hereby extending the VBS advertisement end date from 5/31/2019 to 12/31/2019. This posting does NOT amend the ITN.

2/12/2019 - DFS hereby posts Addendum 4 to this ITN.

1/25/2019 - As Addendum 3 to this ITN, all requirements pertaining to notarization on the Attachment E, Business Reference Form are hereby waived.

1/24/2019 - DFS hereby posts Addendum 2 and the Revised Attachment C, Mandatory Criteria Certification.

12/14/2018 – DFS hereby posts its Questions and Answers document along with Exhibits 1 – 3. DFS also posts Addendum 1 along with Revised Addendum D, Volumes, Equipment, and e-Payment Processing Options and Revised Attachment D, Price Response Form.

12/11/2018: The Department is still working to finalize the Questions and Answers document. The Department will extend the Response deadline to account for this delay and will post the revised due date via addendum when the Questions and Answers are posted to the Vendor Bid System.

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Advertisement Detail

Department of Financial Services
Invitation to Negotiate
e-Payment Collection and Processing Services

Advertisement Number: 1819-01 ITN TR

Version Number: 008

Advertisement Begin Date/Time: 11/05/2018 - 05:00 P.M.

Advertisement End Date/Time: 12/31/2019 - 05:00 P.M.

Mod: 12-13-2019 12:48:37

Last Edit: Friday, December 13, 2019 at 12:48:56 P.M.

Commodities:

- 84121500 Banking institutions
- 84121501 Privately owned banks
- 84121502 Publicly owned banks
- 84141602 Credit card service providers
- 93151608 Government or central bank services

12/13/2019 - DFS hereby posts its Addendum 5 to revise Section 2.2, Timeline, of this ITN. Please see the attached Addendum 5.

5/21/2019 - DFS is hereby extending the VBS advertisement end date from 5/31/2019 to 12/31/2019. This posting does NOT amend the ITN.

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1/25/2019 - As Addendum 3 to this ITN, all requirements pertaining to notarization on the Attachment E, Business Reference Form are hereby waived.

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Email: DFSPurchasing@myfloridacfo.com

















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The Department reserves the right to reject any and all bids or accept minor irregularities in the best interest of the State of Florida.

Certified Business Enterprises are encouraged to participate in the solicitation process.

Downloadable Files for Advertisement

Version	Description	Type	Required
Original	ITN Document (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment A Contract Signature Page (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 1 Standard Terms and Conditions (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 2 Statement of Work (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 4 PUR 1000 (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 5 Agency Participation Agreement (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Attachment 6 Local Government Participation Agreement (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Addendum A Public Records Requirements (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Addendum B Data Security Requirements (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>
Original	Addendum D Volumes Equipment and ePayment Processing Options (Open/Save/View)	Complete Document	<input checked="" type="checkbox"/>

Original	Attachment B Evaluator Score Sheet (Open/Save/View)	Complete Document	
Original	Attachment C Mandatory Criteria Certification (Open/Save/View)	Complete Document	
Original	Attachment D Price Response Form (Open/Save/View)	Complete Document	
Original	Attachment E Business Reference Form (Open/Save/View)	Complete Document	
Original	Attachment F Award Preferences (Open/Save/View)	Complete Document	
002	Questions and Answers (Open/Save/View)	Complete Document	
002	Exhibit 1 - Pricing (Open/Save/View)	Complete Document	
002	Exhibit 2 - Tables (Open/Save/View)	Complete Document	
002	Exhibit 3 - Statements Redacted (Open/Save/View)	Complete Document	
002	Addendum 1 (Open/Save/View)	Complete Document	
002	REVISED Addendum D (Open/Save/View)	Complete Document	
002	REVISED Attachment D, Price Response Form (Open/Save/View)	Complete Document	
003	Addendum 2 (Open/Save/View)	Complete Document	
003	REVISED Attachment C (Open/Save/View)	Complete Document	
006	Addendum 4 (Open/Save/View)	Complete Document	
008	Addendum 5 (Open/Save/View)	Complete Document	

 indicates a required (not withdrawn) file

For questions on a specific bid advertisement, contact the agency advertisement owner. Advertisements include the contact information for the agency advertisement. The agency advertisement owner is the point of contact for vendors with specific questions.

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1819-01 ITN TR, e-Payment Collection and Processing Services

Addendum No. 5

MODIFICATIONS

Changes to the ITN are indicated by an underscore, deletions are indicated by a ~~strikethrough~~. Please be advised that the following changes are applicable to the original specifications of the above-referenced ITN:

1. Section 2.2, Timeline, is hereby amended as follows:

Timeline	Event Time Eastern Time (ET)	Event Date
ITN posted on the VBS.	N/A	11/05/2018
Deadline to submit questions to Procurement Officer.	5:00 PM ET	11/20/2018
Anticipated date to post answers to Respondents' questions on VBS.	N/A	12/06/2018
Deadline to submit Responses and all required documents to the Department.	3:00 PM ET	12/20/2018
Public Response opening. Amy Jones, 200 E. Gaines Street, Tallahassee, FL, Larson Building Room 116	3:15 PM ET	1/3/2019
Public meeting for negotiation team to discuss recommended award. 200 E. Gaines Street, Tallahassee, FL, Larson Building Room 116 <u>Hermitage Centre</u> <u>Division of Treasury</u> <u>1801 Hermitage Blvd.</u> <u>Tallahassee, FL 32308</u>	TBD <u>10:00 AM ET</u>	TBD <u>1/3/2020</u>
<u>Anticipated</u> date to post Notice of Intent to Award on VBS.	TBD <u>N/A</u>	TBD <u>1/7/2020</u>

Failure to file a protest within the time prescribed in section 120.57(3), F.S., or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, F.S.



Navigation

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Advertisement Detail

Department of Financial Services**Informational Notice****Public Meeting – Negotiation Team Recommendation of Award**

Advertisement Number: 1819-01 ITN TR PM Notice

Version Number: 000

Advertisement Begin Date/Time: 12/13/2019 - 10:00 A.M.**Advertisement End Date/Time:** 01/03/2020 - 10:00 A.M.

Mod: 12-13-2019 12:40:08

Last Edit: Friday, December 13, 2019 at 12:40:08 P.M.**Commodities:**

84121500	Banking institutions
84121501	Privately owned banks
84121502	Publicly owned banks
84141602	Credit card service providers
93151608	Government or central bank services

The Department of Financial Services hereby provides notice of a Public Meeting for the Negotiation Team to discuss its recommendation of award for 1819-01 ITN TR, e-Payment Collection and Processing Services.

The Public Meeting will be held at the following date, time, and location:

Date: January 3, 2020

Time: 10:00 AM ET

Location:

Hermitage Centre

Division of Treasury

1801 Hermitage Blvd.

Tallahassee, FL 32308

Meeting Agenda:

- Opening statement
- Introductions
- Public comments
- Negotiators' recommendation of award
- Closing remarks

Note: Any changes to the schedule for this meeting will be posted on the Vendor Bid System (VBS). It is the responsibility of anyone interested in the meeting to check the VBS for updates.

Please direct all questions to:

Amy Jones

Phone: (850) 413-2070

200 East Gaines Street

Tallahassee FL, 32399

Email: DFSPurchasing@myfloridacfo.com

Any person with a disability requiring special accommodations at the pre-solicitation conference and/or bid/proposal opening shall contact purchasing at the phone number above at least five (5) working days prior to the event. If you are hearing or speech impaired, please contact this office by using the Florida Relay Services which can be reached at 1 (800) 955-8771 (TDD).

The Department reserves the right to reject any and all bids or accept minor irregularities in the best interest of the State of Florida.

Certified Business Enterprises are encouraged to participate in the solicitation process.

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Advertisement Detail

Department of Financial Services

Agency Decisions

e-Payment Collection and Processing Services

Advertisement Number: 1819-01 ITN TR Award

Version Number: 000

Advertisement Begin Date/Time: 01/13/2020 - 10:00 A.M.

Advertisement End Date/Time: 01/16/2020 - 10:00 A.M.

Mod: 01-13-2020 09:33:05

Last Edit: Monday, January 13, 2020 at 09:33:05 A.M.

Commodities:

84121500	Banking institutions
84121501	Privately owned banks
84121502	Publicly owned banks
84141602	Credit card service providers
93151608	Government or central bank services

Pursuant to section 287.057(1)(c), Florida Statutes, the Department of Financial Services intends to award a contract for e-Payment Collection and Processing Services to:

NIC Services, LLC

Pursuant to Chapter 120.57(3), Florida Statutes, the posting of this Notice of Intent to Award will commence on January 13, 2020 at 10:00 A.M. EST and will continue for 72 consecutive hours, excluding holidays and weekends and will expire at 10:00 A.M. EST on January 16, 2020.

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Please direct all questions to:

Amy Jones
Phone: (850) 413-2070

200 East Gaines Street
Tallahassee FL, 32399

Email: DFSPurchasing@myfloridacfo.com

Any person with a disability requiring special accommodations at the pre-solicitation conference and/or bid/proposal opening shall contact purchasing at the phone number above at least five (5) working days prior to the event. If you are hearing or speech impaired, please contact this office by using the Florida Relay Services which can be reached at 1 (800) 955-8771 (TDD).

The Department reserves the right to reject any and all bids or accept minor irregularities in the best interest of the State of Florida.

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TITLE PAGE

BEST AND FINAL OFFER

ITN TITLE: E-PAYMENT COLLECTION AND PROCESSING SERVICES

ITN NUMBER: 1819-01 ITN TR

<u>Respondent's Legal Name</u>	NIC Services, LLC
<u>Respondent's Business Address</u>	25501 West Valley Parkway, Suite 300 Olathe, Kansas 66061
<u>Respondent's Telephone Number</u>	913-498-3468
<u>Primary Contact(s) for Respondent</u>	Mukesh Patel, President
<u>Email Address of Primary Contact(s) for Respondent</u>	mukesh@egov.com
<u>Phone Number of Primary Contact(s) for Respondent</u>	813-787-4329

NIC OFFICES

ALABAMA
ARKANSAS
COLORADO
CONNECTICUT
D.C. AREA
HAWAII
IDAHO

ILLINOIS
INDIANA
KANSAS
KENTUCKY
LOUISIANA
MAINE
MARYLAND
MICHIGAN
MISSISSIPPI

MONTANA
NEBRASKA
NEW JERSEY
NEW MEXICO
NORTH CAROLINA
OKLAHOMA
OREGON
PENNSYLVANIA
RHODE ISLAND

SOUTH CAROLINA
TEXAS
UTAH
VERMONT
VIRGINIA
WEST VIRGINIA
WISCONSIN

DEPARTMENT OF FINANCIAL SERVICES

Contract Signature Page

Contract Title e-Payment Collection and Processing Services	P.O. No. or Solicitation No., if any 1819-01 ITN TR	Contract Number TR227__
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1. This Contract is entered into between the Department of Financial Services and the Contractor named below:

The Department of Financial Services, 200 East Gaines St., Tallahassee, FL 32399 (hereinafter called the "Department")

NIC Services, LLC, 25501 West Valley Parkway, Suite 300, Olathe, KS 66061 (hereinafter called the "Contractor")

2. Contract to Begin: The date last signed below ("Effective Date")	Date of Completion: Five (5) years from Effective Date	Renewals: Up to five (5) years
--	---	-----------------------------------

3. Performance Bond, if any: \$10,000,000.00	Other Bonds, if any: N/A
---	-----------------------------

4. Total Value for Contract Term: \$0.00 -Value is based upon Participation Agreements	Total Value of Renewal(s): \$0.00 -Value is based upon Participation Agreements	Total Value of Contract Term Plus Renewal(s): \$0.00 -Value is based upon Participation Agreements
---	--	---

5. Department's Contract Manager		Contractor's Contract Manager	
Name:	Trisha Williams	Name:	Mukesh Patel
Address:	1801 Hermitage Blvd, Suite 400, Tallahassee, FL 32308	Address:	25501 West Valley Parkway, Suite 300, Olathe, KS 66061
Phone:	850-413-2752	Phone:	813-787-4329

6. The parties agree to comply with the terms and conditions of the following attachments which are hereby incorporated by reference:

Attachment 1: Standard Terms and Conditions (Applicable to Competitively Procured Contracts)
Attachment 2: Statement of Work
Attachment 3: Price Response (from the BAFO)
Attachment 4: PUR 1000
Attachment 5: Agency Participation Agreement
Attachment 6: Local Government Participation Agreement

7. The parties agree to comply with the terms and conditions of the following addenda which are hereby incorporated by reference:

Addendum A: Public Records Requirements
Addendum B: Data Security Requirements
Addendum C: Selected Portions of the BAFO (other than the Price Response)

IN WITNESS WHEREOF, this Contract is being executed by the parties and will begin on the Effective Date.

8.	CONTRACTOR
NIC Services, LLC	
Contractor's Name (if other than individual, state whether corporation, partnership, etc.)	
	12/17/2019
By (Authorized Signature) Mukesh Patel, President	Date Signed
Printed Name and Title of Person Signing	

9.	DEPARTMENT
Department of Financial Services	
By (Authorized Signature) Peter Penrod, Chief of Staff	
Date Signed	
Printed Name and Title of Person Signing	

ITN # 1819-01 ITN TR
e-Payment Collection and Processing Services

DEPARTMENT OF FINANCIAL SERVICES
Standard Terms and Conditions
(Applicable to Competitively Procured Contracts)

ATTACHMENT 1

1. Entire Contract.

This Contract, including any Attachments and Addenda referred to herein and attached hereto, constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements, whether written or oral, with respect to such subject matter. Any preprinted contract terms and conditions included on the Contractor's forms or invoices will be null and void. Any clickwrap, browse-wrap, or other such terms and conditions provided to the Department or a Participant outside of a formal, written amendment to this Contract will also be null and void.

2. Contract Administration.

- a. Order of Precedence. If there are conflicting provisions among the documents that make up the Contract, the order of precedence for the documents is as follows:
- i) Attachment 2, Statement of Work
 - ii) Contract Signature Page
 - iii) Attachments other than Attachments 1, 2, 3, and 4, if any, in the numerical order designated in the Contract Signature Page
 - iv) Attachment 1, Standard Terms and Conditions
 - v) Attachment 3, Price Response (from the BAFO)
 - vi) Addendum A, Public Records Requirements
 - vii) Addendum B, Data Security Requirements
 - viii) Attachment 4, Form PUR 1000, General Contract Conditions (PUR 1000)
 - ix) Addendum C, Selected Portions of the BAFO (other than the Price Response)

Notwithstanding the foregoing, if there is any discrepancy between Attachment 2, Statement of Work, and any incorporated portions of the Contract that were provided by the Contractor, the terms most favorable to the Department will prevail. Dates or signatures on any attachments hereto do not serve to negate the order of precedence set forth above. The Contract Signature Page, along with all attachments and addenda thereto other than Addendum C, Selected Portions of the Contractor's BAFO, will be collectively referred to as the "Master Contract."

- b. Approvals. All written and verbal approvals referenced in this Contract must be obtained from the parties' Contract Managers as designated in the Contract Signature Page, or their designees, if designated in writing.
- c. Contract Managers. In the event that different Contract Managers are designated by the Department, the Contractor, or a Participant (or that the contact information for the designated Contract Manager changes) after execution of this Contract or a Participation Agreement, notice of the name and contact information of the new Contract Manager shall be submitted in writing to all affected parties within ten (10) days of the change and maintained in the respective parties' Contract records. Designation of a new Contract Manager will not require a formal amendment to the Contract or Participation Agreement.
- d. Amendments. This Contract may be amended only by a written agreement between both parties.
- e. Definitions. The terms "Agency Participant," "Business Hours," "Core Platform," "Credit Monitoring Requirements," "Local Government Participant," "Optional Services," "Participant," "Participation Agreement," and "Statutory Requirements" have the meanings set forth in Attachment 2, Statement of Work.

3. Contract Duration.

- a. Term. The term of the Contract shall begin and end on the dates indicated on the Contract Signature Page, unless terminated earlier in accordance with the applicable terms and conditions.
- b. Renewals. Section 287.058(1)(g), Florida Statutes (F.S.), is hereby incorporated by reference and any renewals provided under the Contract must meet the requirements of this statute. If the Contract Signature Page indicates renewals are available, the Contract may be renewed for the timeframe(s)

indicated in the Contract Signature Page.

4. Deliverables.

The Contractor agrees to render the services or other units of deliverables, which may be comprised of tasks or activities, as set forth in Attachment 2, Statement of Work. The services or other units of deliverables specified shall be delivered in accordance with the schedule and at the pricing outlined in Attachment 2, Statement of Work, and Attachment 3, Price Response.

5. Performance Measures.

The Contractor warrants that: (1) the services will be performed by qualified personnel; (2) the services will be of the kind and quality described in Attachment 2, Statement of Work; (3) the services will be performed in a professional and workmanlike manner in accordance with industry standards and practices; (4) the services will not and do not infringe upon the intellectual property rights, or any other proprietary rights, of any third party; and (5) any person or entity, whether an agent or independent contractor, that performs work on the Contract for the Contractor (Contractor Representative) will comply with any security requirements and processes as provided by the Department, or provided by the Participant, for work done at the Department or other locations. The Department reserves the right to investigate or inspect at any time whether the services or qualifications offered by the Contractor meet the Contract requirements; however, if such investigations or inspections require access to the Contractor's or Contractor's Representatives premises, the Department shall provide advance written notice and such investigations or inspections shall take place during Business Hours. Notwithstanding any provisions to the contrary, written acceptance of a particular deliverable/minimum requirement does not foreclose the Department's or Participants' remedies in the event those performance standards that cannot be readily measured at the time of delivery are not met.

6. Acceptance of Deliverables.

- a. Acceptance Process. All deliverables must be received and accepted in writing by the Department's or Participant's (whichever the services have been provided to) Contract Manager before payment, unless advanced payment or partial payment has been authorized in accordance with section 215.422, F.S. The Contract Manager will have fifteen (15) calendar days to inspect and approve the deliverables after receipt, which approval will not be unreasonably withheld, conditioned, or delayed.
- b. Rejection of Deliverables. The Department and Participants reserve the right to reject deliverables outlined in Attachment 2, Statement of Work, as incomplete, inadequate, or unacceptable due in whole or in part to the Contractor's lack of satisfactory performance under the terms of this Contract or the applicable Participation Agreement. If the Department's or Participant's Contract Manager does not accept a deliverable within fifteen (15) days, the Contractor will give notice to the Department's or Participant's Contract Manager, and the fifteen (15) day acceptance process will repeat. Failure to fulfill the appropriate technical requirements or complete all tasks, duties, or activities as identified in Attachment 2, Statement of Work, will result in rejection of the deliverable and the associated invoice. The Department or Participant, at its option, may allow additional time within which the Contractor may remedy the objections noted by the Department or Participant before it issues a notice of default. If the Department's or Participant's Contract Manager allows additional time for the Contractor to correct a rejected deliverable, the Contractor shall work diligently to correct all deficiencies in the deliverable that remain outstanding within a reasonable time or, if a time certain is specified, within the additional time allotted. All work done to correct a rejected deliverable will be done at the Contractor's expense.
- c. Status Reports. If status reports are required as part of the Contract, the Contractor shall timely submit status reports showing each task, activity, and deliverable worked on; attesting to the level of services provided; listing the hours spent on each task, activity, or deliverable; and listing any upcoming tasks, activities, or deliverables.
- d. Completion Criteria and Date. The Contract will be considered complete once all of the deliverables under the Contract have been provided and accepted. The final date for completion of the Contract shall not exceed the Contract duration, including any executed renewals or extensions, or, where applicable, the expiration date of any purchase orders made from the Contract.

7. Financial Consequences for Nonperformance.

Withholding Payment. In addition to the specific financial consequences explained in Attachment 2,

Statement of Work, the state of Florida (State) reserves the right to withhold payment when the Contractor has failed to perform or comply with the provisions of this Contract or any applicable Participation Agreement. These consequences for nonperformance shall not be considered penalties.

8. Dispute Resolution.

The Contractor is obligated to address any cost-related issues with the Department for which the Contractor believes the State is liable and address all costs of every type to which the Contractor is entitled from the occurrence of the claimed event. The Contractor cannot seek a claim under this Contract for an increase in payment. Any claim, counterclaim, or dispute between the Department (on its own behalf or on the behalf of a Participant) and the Contractor relating to this Contract will be resolved as set forth herein.

- a. Initial Resolution Process. For all claims, the party with the dispute shall submit an affidavit to the other party that is executed by that party's Contract Manager or his or her designee certifying that:
 - i. The claim is made in good faith;
 - ii. The claim accurately reflects the adjustments for performance; and
 - iii. The supporting data provided with such an affidavit are current and complete to the Contract Manager's, or designee's, best knowledge and belief.

The party receiving notice of the dispute must respond to the disputing party, in writing, proposing a resolution to the dispute.

- b. Informal Resolution Process. If the parties are unable to resolve any disputes through the initial resolution process, the parties shall meet with the Department's Chief Financial Officer (CFO), or designee, for the purpose of attempting to resolve such dispute without the need for formal legal proceedings, as follows:
 - i. The representatives of the Contractor and the Department shall meet as often as the parties reasonably deem necessary in order to gather and furnish to each other all information with respect to the matter at issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives shall discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.
 - ii. During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to this Contract will be honored in order that each of the parties may be fully advised of the other's position.
 - iii. The specific format for the discussions will be left to the discretion of the designated Department's and Contractor's representatives but may include the preparation of agreed upon statements of fact or written statements of position.
 - iv. Following the completion of this process, the CFO, or designee, shall issue a written opinion regarding the issue(s) in dispute. The opinion regarding the dispute will be considered the Department's final action.
- c. Continued Performance. Each party agrees to continue performing its obligations under this Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute with the Department over compensation will not be deemed to preclude performance) and without limiting either party's right to terminate this Contract for convenience or default.

9. Payment.

- a. Payment Process. Subject to the terms and conditions established in Attachment 2, Statement of Work, the pricing per deliverable established by Attachment 3, Price Response, or Attachment 2, Statement of Work, and the billing procedures established by the Department, the Participant agrees to pay the Contractor for services rendered in accordance with section 215.422, F.S. To obtain the applicable interest rate, please refer to: <http://www.myfloridacfo.com/Division/AA/Vendors/default.htm>.
- b. Vendor Rights. A Vendor Ombudsman has been established within the Department. The duties of this individual include acting as an advocate for Contractors who may be experiencing problems in obtaining timely payment(s) from a state agency. The Vendor Ombudsman may be reached at (850) 413-5516.
- c. Taxes. The Department and Participant are exempted from payment of State sales and use taxes and Federal Excise Tax. The Contractor, however, will not be exempted from paying State sales and use taxes to the appropriate governmental agencies or for payment by the Contractor to suppliers for taxes on materials used to fulfill its contractual obligations with the Department. The Contractor shall not use

the Department's exemption number in securing such materials. The Contractor shall be responsible and liable for the payment of all its FICA/Social Security and other taxes resulting from this Contract. The Contractor shall provide the Department its taxpayer identification number upon request.

- d. Interim Payments. Interim payments may be made by the Department or Participant at its discretion under extenuating circumstances if the completion of services and other units of deliverables to date have first been accepted in writing by the respective party's Contract Manager.

10. Insurance.

- a. Required Coverage. At all times during the duration of the Contract, the Contractor, at its sole expense, and its subcontractors, if any, shall maintain insurance coverage as set forth below. The limits of coverage under each policy maintained by the Contractor will not be interpreted as limiting the Contractor's liability and obligations under the Contract and Participation Agreements. All insurance policies must either be through insurers authorized to write policies in the State or through a self-insurance program established and operating under the laws of the State. Unless specifically exempted in Attachment 2, Statement of Work, the following are the insurance requirements applicable to this Contract:

i. Commercial General Liability Insurance.

By execution of this Contract, unless the Contractor is a state agency or subdivision as defined by section 768.28(2), F.S., the Contractor shall provide commercial general liability insurance coverage and hold such liability insurance at all times during the Contract in the amount of \$1 million per occurrence and \$2 million in the aggregate. The Department and Participants, and their employees and officers, must be named as an additional insured on any general liability policies.

ii. Workers' Compensation and Employer's Liability Coverage.

The Contractor shall provide workers' compensation, in accordance with chapter 440, F.S., and employer's liability insurance in the amount of \$100,000 per accident, \$100,000 per person, and \$500,000 policy aggregate; however, if the requirements of chapter 440, F.S., or the Florida Insurance Code require coverage in excess of the stated amounts, then as necessary to meet those requirements. Such policies must cover all employees engaged in any Contract work.

iii. Other Insurance.

At all times during the duration of the Contract, the Contractor shall maintain any other insurance as required in Attachment 2, Statement of Work.

- b. Deductibles. The Department and Participants shall be exempt from, and in no way liable for, any sums of money representing a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the Contractor or subcontractor providing such insurance.
- c. Verification of Insurance. Upon execution of the Contract, and thereafter upon policy expiration and renewal, the Contractor shall provide to the Department written verification of the existence and amount for each type of applicable insurance coverage. Upon receipt of written request from the Department or a Local Government Participant, the Contractor shall furnish to the Department or Local Government Participant proof of the applicable insurance coverage by standard form certificates of insurance.
- d. Failure to Maintain Coverage. In the event that any applicable coverage is cancelled by the insurer, the Contractor shall immediately notify the Department and Local Government Participants of such cancellation and shall obtain adequate replacement coverage conforming to the requirements herein and provide proof of such replacement coverage within fifteen (15) business days after the cancellation of coverage.

11. Termination.

- a. Contractor Obligations upon Notice of Termination. After receipt of a notice of termination or partial termination, and except as otherwise directed by the Department or Participant issuing the notice, the Contractor shall stop performing services on the date, and to the extent specified, in the notice. The Department may issue a notice of termination or partial termination with respect to the entire Contract. A Participant may only issue a notice of termination or partial termination with respect to its own Participation Agreement. The Contractor shall accept no further work or new services related to the affected deliverables, and shall, as soon as practicable, but in no event longer than thirty (30) calendar days after termination, terminate any orders and subcontracts related to the terminated deliverables and

settle all outstanding liabilities and all claims arising out of such termination of orders and/or subcontracts, with the approval or ratification of the Department or Participant, as applicable, to the extent required, which approval or ratification shall be final for the purpose of this section. Within ninety (90) calendar days of termination, the Contractor shall submit a request for payment of completed services to the party to whom it provided the terminated services. Requests submitted later than ninety (90) calendar days after termination will not be honored and will be returned unpaid. All services for which the Department or Participant has paid prior to the termination date of this Contract shall be professionally serviced to conclusion in accordance with the requirements of the Contract. Should the Contractor fail to perform all services under the Contract, the Contractor shall be liable to the Department for any fees or expenses that the Department and Participants may incur in securing a substitute provider to assume completion of those services.

- b. Contractor Obligations after Termination. If at any time the Contract is canceled, terminated, or expires, and a contract is subsequently executed with a provider other than the Contractor, the Contractor has the affirmative obligation to assist in the smooth transition of Contract services to the subsequent contractor in accordance with Exit Transition requirements in Section 31, below, and Attachment 2, Statement of Work, if expressed therein.
- c. Termination for Convenience. The Department may, in its sole discretion, terminate the Contract in whole or in part at any time by giving thirty (30) days' written notice to the Contractor. The Contractor will not be entitled to recover any cancellation charges or lost profits.

12. Notice of Default.

If the Contractor defaults in the performance of any covenant or obligation contained in the Contract or a Participation Agreement, including, without limitation, any of the events of default listed below, the Contractor will receive notice and an opportunity to cure that is reasonable under the circumstances, but generally no less than ten (10) days. The Participant may provide such notice if the default is related to services provided to the Participant under its Participation Agreement. The Department may provide such notice for defaults related to individual Participation Agreements or to the Contract as a whole. The notice will state the nature of the failure to perform and provide a time certain for correcting the failure. The notice will also provide that the Department may terminate the Contract (or the Participant may terminate its Participation Agreement), effective as of the date of receipt of the default notice unless the Contractor cures the default within the specified cure period.

13. Events of Default.

Provided such failure is not the fault of the Department or a Participant, or outside the reasonable control of the Contractor, the following non-exclusive list of events, acts, or omissions, shall constitute events of default:

- a. The commitment of any material breach of this Contract or a Participation Agreement by the Contractor, including failure to timely deliver a deliverable, discontinuance of the performance of the work, failure to resume work that has been discontinued within a reasonable time after notice to do so, or abandonment of the Contract or a Participation Agreement;
- b. Failure to maintain adequate progress, thus endangering performance of the Contract or a Participation Agreement;
- c. Failure to honor any material term of the Contract or a Participation Agreement;
- d. Failure to abide by any applicable statutory, regulatory, or licensing requirement, including an entry of an order revoking the certificate of authority granted to the Contractor by the State or other licensing authority;
- e. Failure to pay any and all entities, individuals, and the like furnishing labor or materials, or failure to make payment to any other entities as required herein in connection with the Contract or a Participation Agreement;
- f. Employment of an unauthorized alien in the performance of the work, in violation of section 274A of the Immigration and Nationality Act, 8 U.S.C. section 1324a;
- g. One or more of the following circumstances, uncorrected for more than thirty (30) calendar days unless within the specified thirty (30) day period, the Contractor (including its receiver or trustee in bankruptcy) provides to the Department adequate assurances, reasonably acceptable to the Department, of its continuing ability and willingness to fulfill its obligations under the Contract and the Participation

Agreements:

- i) Entry of an order for relief under Title 11 of the United States Code;
 - ii) To the extent permitted by State law, the making by the Contractor of a general assignment for the benefit of creditors;
 - iii) The appointment of a general receiver or trustee in bankruptcy of the Contractor's business or property; or
 - iv) An action by the Contractor under any state insolvency or similar law for the purpose of its bankruptcy, reorganization, or liquidation;
- h. The commitment of an intentional material misrepresentation or omission in any materials provided to the Department;
 - i. Failure to comply with the E-Verify requirements of this Contract; and
 - j. Failure to maintain the insurance required by this Contract.

14. Indemnification.

The following provision supplements Section 19, Indemnification, of Attachment 4, PUR 1000:

No provision in this Contract shall be construed to: 1) require the Department or a Participant to hold harmless or indemnify the Contractor; 2) require the Department or a Participant to insure or assume liability for the Contractor's negligence or the negligence of Contractor Representatives; 3) waive the Department's or a Participant's sovereign immunity under the laws of the State; or 4) otherwise impose liability on the Department or a Participant for which it would not otherwise be responsible. Any provision, implication, or suggestion to the contrary is null and void.

15. Limitation of Liability.

- a. In no event shall the Contractor, the Department, or Participants be liable for any consequential, indirect, special, incidental, or punitive damages arising out of or related to this Contract.
- b. Other than the liability associated with reimbursement of fees and fines described in Section 12.3. Fees and Fines, of Attachment 2, Statement of Work, each Participant's liability for any claim arising from its Participation Agreement is limited to compensatory damages no greater than \$100,000.00 or 10% of the average annual amount paid to the Contractor pursuant to its Participation Agreement, whichever is less. In the event that a Participant is liable for a claim within the first year of this Contract, the average annual amount will be determined by averaging the monthly amount paid to the Contractor under the Participation Agreement and multiplying it by twelve (12). For the avoidance of doubt, nothing in this section is intended to relieve Participants from their obligation to compensate the Contractor for goods or services received pursuant to this Contract.
- c. **Contractor's Limits.**
 - i. The Contractor's liability for fulfilling the Statutory Requirements described in Attachment 2, Statement of Work, is not limited by this Section 15.c.
 - ii. Notwithstanding anything to the contrary, the Contractor's cumulative liability, in the aggregate, for all losses, claims, suits, controversies, breaches, or damages arising from this Contract shall in no event exceed:
 - a. \$10,000,000.00 during the initial period of the Contract and a separate \$10,000,000.00 during the totality of the five (5) years available for renewal (the "General Cap"). However, if this General Cap is reached and the Contractor is liable for any loss, claim, suit, controversy, breach, or damage which is covered under any insurance policy maintained by the Contractor in accordance with this Contract, and which has not been used to the amount described in Attachment 2, Statement of Work, Sections 14.2.a. and b. to cover the General Cap, then the Contractor shall be liable up to the amount of such policies described in Attachment 2, Statement of Work, Sections 14.2.a. and b., that is recoverable from its insurers; plus
 - b. separate and in addition to the General Cap described in Section 15.c.ii.a., above, the Contractor shall be liable for fulfilling the Credit Monitoring Requirements described in Attachment 2, Statement of Work, up to \$10,000,000.00 (the "Credit Monitoring Cap"). However, if such Credit Monitoring Requirements would exceed this Credit Monitoring Cap, the Department may elect, in its sole discretion, to utilize any amount available under the General Cap to fulfill the Credit Monitoring

Requirements.

16. Remedies.

Nothing in this Contract shall be construed to make the Contractor liable for force majeure events. Nothing in this Contract, including financial consequences for nonperformance, will limit the Department's or a Participant's right to pursue its remedies for other types of damages under the Contract, at law, or in equity. The Department or a Participant may, in addition to other remedies available at law or equity, and upon notice to the Contractor, retain such monies from amounts due to the Contractor as may be necessary to satisfy any claim for damages, penalties, costs, and the like asserted by or against it. The Department or an Agency Participant may set off any liability or other obligation of the Contractor or its affiliates to the Department or an Agency Participant against any payments due the Contractor under any contract with the State.

17. Waiver.

The delay or failure by the Department or a Participant to exercise or enforce any of its rights under this Contract will not constitute or be deemed a waiver of the Department's or Participant's right thereafter to enforce those rights, nor will any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

18. Record Retention.

Unless previously provided (whether in physical form or electronic form, or by way of access or ability to print or extract) to the Department (or, in the case of records relevant to a single Participant, to that Participant), the Contractor shall retain records demonstrating its compliance with the terms of the Contract five (5) years after the expiration of the Contract and all pending matters, or the period required by the General Records Schedules maintained by the Florida Department of State (available at: <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/>), whichever is longer. If the Contractor is required to comply with section 119.0701, F.S., then compliance with the retention of records in accordance with section 119.0701(2)(b)4., F.S., will fulfill the above stated requirement. If the Contractor's record retention requirements terminate prior to the requirements stated herein, the Contractor may meet the record retention requirements for this Contract by transferring its records to the Department (or, in the case of records relevant to a single Participant, to that Participant) at that time, and by destroying duplicate records in accordance with section 501.171(8), F.S., and, if applicable, section 119.0701, F.S. The Contractor shall adhere to established information destruction standards such as those established by the National Institute of Standards and Technology Special Publication 800-88, "Guidelines for Media Sanitization" (2014). See <http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf>.

19. Intellectual Property.

- a. In accordance with State law, the Contractor shall not assert any rights to: 1) intellectual property created or otherwise developed specifically for the Department or a Participant under this Contract or any prior agreement between the parties (which includes any deliverables); 2) intellectual property furnished by the Department or a Participant; and 3) any data collected or created for the Department or a Participant. The Contractor shall perfect the transfer of any such property or data to the Department or applicable Participant(s) upon completion, termination, or cancellation of the Contract and prior to payment of the final invoice. Any data provided must be in a format designated by the Department or Participant receiving the data.
- b. If the Department, Participant, or State has authority to assert a right in any of the property or data, the Contractor shall assist, if necessary, in the assertion of such right.
- c. Proceeds derived from the sale, licensing, marketing, or other authorization related to any such Department-, Participant-, or State-controlled intellectual property rights shall belong to the Department, Participant, or State, unless otherwise specified by applicable State law.
- d. Notwithstanding the foregoing, and unless otherwise specified in Attachment 2, Statement of Work, the Contractor's intellectual property rights that preexist this Contract will remain with the Contractor.
- e. Notwithstanding anything to the contrary, the Contractor (a) will provide access to the Core Platform, Optional Services, and Value-Added Services as a software-as-a-service (SaaS) solution during the term of this Contract, and (b) retains all ownership rights to the Core Platform, Optional Services, and Value-Added Services, as enhanced and modified throughout the term of this Contract.

20. Ownership of Property.

Title to all property furnished by the Department or a Participant under this Contract and deliverables provided to the Department or a Participant shall remain property of the Department or Participant and/or become property of the Department or Participant upon receipt and acceptance. The Contractor shall perfect any transfer of the property to the Department or Participant upon completion, termination, or cancellation of the Contract prior to payment of the final invoice.

21. Nonexclusive Contract.

This Contract is not an exclusive license to provide the services described in the solicitation or the resulting Contract. The Department or a Participant may, without limitation and without recourse by the Contractor, contract with other vendors to provide the same or similar services.

22. Statutory Notices.

The employment by any contractor of unauthorized aliens is considered a violation of section 274A(e) of the Immigration and Nationality Act. Pursuant to sections 287.133 and 287.134, F.S., the following restrictions are placed on the ability of persons or entities placed on the convicted vendor list or the discriminatory vendor list:

- a. Public Entity Crime. A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in section 287.017, F.S., for CATEGORY TWO for a period of thirty-six (36) months following the date of being placed on the convicted vendor list.
- b. Discriminatory Vendors. An entity or affiliate that has been placed on the discriminatory vendor list may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

The Contractor shall notify the Department if it or any of its suppliers, subcontractors, or consultants have been placed on the convicted vendor list or the discriminatory vendor list during the life of the Contract.

23. Compliance with Federal, State, and Local Laws.

- a. Regulations. The Contractor and all Contractor Representatives shall comply with all federal, state, and local regulations, including, but not limited to, nondiscrimination, wages, social security, workers' compensation, licenses, and registration requirements.
- b. Choice of Law. This Contract, and any Participation Agreements executed hereunder, will be governed by and construed in accordance with the laws of the State, without regard for any choice of law statutes.
- c. Rehabilitation Act. If applicable, the Contractor shall ensure that, as to its products and services it develops for the Department or a Participant, electronic and information technology accessibility requirements of the Rehabilitation Act Amendments, 29 U.S.C. section 794 are met. Section 508 of the Rehabilitation Act Amendments, 29 U.S.C. section 794, compliance information on the supplies and services in this Contract (or any Participation Agreement executed hereunder) are available on a website indicated by the Contractor. The Electronic and Information Technology standard can be found at: <http://www.section508.gov/>.
- d. Scrutinized Companies.

The following paragraph applies regardless of the dollar value of the goods or services provided:

By entering into this Contract (or a Participation Agreement), in accordance with the requirements of section 287.135(5), F.S., the Contractor certifies that it is not participating in a boycott of Israel. At the Department's option (or in the case of a Participation Agreement, the Participant's option), the Contract (or Participation Agreement) may be terminated if the Contractor is placed on the Quarterly List of Scrutinized Companies that Boycott Israel (referred to in statute as the

“Scrutinized Companies that Boycott Israel List”) or becomes engaged in a boycott of Israel. The State Board of Administration maintains the “Quarterly List of Scrutinized Companies that Boycott Israel” at the following link:
<https://www.sbafla.com/fsb/FundsWeManage/FRSPensionPlan/GlobalGovernanceMandates.aspx>.

The following paragraph applies only when the goods or services to be provided are \$1 million or more: By entering into this Contract (or a Participation Agreement), in accordance with the requirements of section 287.135, F.S., the Contractor certifies that it is not on the Scrutinized List of Prohibited Companies (referred to in statute as the “Scrutinized Companies with Activities in Sudan List” and the “Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List”) and, to the extent that it is not preempted by Federal law, that it has not been engaged in business operations in Cuba or Syria. At the Department’s option (or in the case of a Participation Agreement, the Participant’s option), the Contract (or Participation Agreement) may be terminated if such certification (or the certification regarding a boycott of Israel) is false, if the Contractor is placed on the Scrutinized List of Prohibited Companies, or, to the extent not preempted by Federal law, if the Contractor engages in business operations in Cuba or Syria.

The State Board of Administration maintains the “Scrutinized List of Prohibited Companies” under the quarterly reports section at the following link: <https://www.sbafla.com/fsb/PerformanceReports.aspx>.

24. Employment Eligibility Verification.

The Contractor is responsible for payment of costs, if any, and retention of records relating to employment eligibility verification. These records are exempt from Chapter 119, F.S. Verification requires the following:

- a. In cooperation with the Governor’s Executive Order 11-116, the Contractor must participate in the federal E-Verify System for employment eligibility verification under the terms provided in the “Memorandum of Understanding” with the federal Department of Homeland Security if any new employees are hired to work on this Contract or a Participation Agreement during the term of the Contract. The Contractor agrees to provide to the Department, within thirty (30) days of hiring the new employees, documentation of such enrollment in the form of a copy of the E-Verify “Edit Company Profile” screen, which contains proof of enrollment in the E-Verify System. Information on “E-Verify” is available at the following website: <http://www.dhsuscis.gov/e-verify>.
- b. The Contractor further agrees that it will require each subcontractor that performs work under this Contract or a Participation Agreement to enroll and participate in the E-Verify System if the subcontractor hires new employees during the term of this Contract. The Contractor shall include this provision in any subcontract and obtain from the subcontractor(s) a copy of the “Edit Company Profile” screen indicating enrollment in the E-Verify System and make such record(s) available to the Department upon request.

25. Data.

All data centers used to process and store State data under this Contract or a Participation Agreement shall only be located in the United States.

26. Claims for Damages.

Jurisdiction for any damages arising under the terms of the Contract or an Agency Participation Agreement will be in the courts of the State, and venue will be in the Second Judicial Circuit in and for Leon County. Jurisdiction for any damages arising under the terms of a Local Government Participation Agreement will be in the courts of the State, and venue will be in the circuit in which the Local Government Participant is located. The parties waive their right to a jury trial. Except as otherwise provided by law, the parties agree to be responsible for their own attorney’s fees incurred in connection with disputes arising under the terms of this Contract and any Participation Agreements.

27. Independent Contractor.

The Contractor is an independent contractor and is not an employee or agent of the Department or any Participant.

28. Subcontracting.

- a. Consent. Unless otherwise specified in Attachment 2, Statement of Work, all services contracted for are to be performed solely by the Contractor and may not be subcontracted or assigned without the prior written consent of the Department.

- b. Replacement. The Department may, for cause, require the replacement of any Contractor Representative. For cause, includes, but is not limited to, technical or training qualifications, quality of work, change in security status, or non-compliance with an applicable Department policy or other requirement.
- c. Access. The Department may, for cause, deny access to the Department's secure information or any facility by any Contractor Representative. A Participant may, for cause, deny access to the Participant's secure information or any facility by any Contractor Representative.
- d. Continuing Obligation. The Department's or Participant's actions under paragraphs b. or c. shall not relieve the Contractor of its obligation to perform all work in compliance with the Contract and all Participation Agreements.
- e. Meetings. The Department and Participants will not deny Contractor Representatives access to meetings within the Department's or Participant's facilities, unless the basis of the Department's or Participant's denial is safety or security considerations.

29. Guarantee of Parent Corporation. [Intentionally omitted.]

30. Survival.

The respective obligations of the parties, which by their nature would continue beyond the termination, cancellation, or expiration of this Contract, including without limitation, the obligations regarding confidentiality, proprietary interests, and public records, will survive termination, cancellation, or expiration of this Contract.

31. Exit Transition Services.

- a. The Contractor has the affirmative obligation to provide to the Department, or its designee, all reasonable services necessary for the transfer of knowledge regarding the services and deliverables provided under the Contract and Participation Agreements (Exit Transition Services) to facilitate the orderly transfer of such services to the Department or its designee, along with an exit transition plan. Such services may continue for up to six (6) months after termination, expiration, or cancellation of the Contract, at no cost to the Department or Participants.
- b. If necessary, the Contractor also commits to extend this Contract for up to six (6) months past what would otherwise be the termination, expiration, or cancellation of the Contract in order to provide the services to Participants until the transition of the services to the Department or its designee are complete. The Department will exercise this option by giving the Contractor written notice to that effect and will use reasonable efforts to provide such notice at least twenty (20) business days before the impending termination, expiration, or cancellation date. For the avoidance of doubt, if such extension occurs, the services described in subsection a., above, may continue for up to six (6) months after the end of the extension period.
- c. For a period of twelve (12) months after cancellation, termination, or expiration of the Contract, the Contractor shall provide Participants access to their data in a format that is reasonably acceptable and accessible by the Participants.

32. Third Parties.

Neither the Department nor Participants shall be deemed to assume any liability for the acts, omissions to act, or negligence of the Contractor or Contractor Representatives, nor shall the Contractor disclaim its own negligence to the Department, a Participant, or any third party. This Contract and the Participation Agreements executed hereunder do not and are not intended to confer any rights or remedies upon any person other than the parties (which include the Department, Participants, and Contractor). If the Department consents to a subcontract, the Contractor will specifically disclose that the Contract and Participation Agreements do not create any third-party rights. Further, no third parties shall rely upon any of the rights and obligations created under this Contract and the Participation Agreements.

33. Employment of State Employees.

During the term of this Contract, the Contractor shall not knowingly employ or subcontract with any person (including any nongovernmental entity in which such person has any employment or other material interest as defined in section 112.312(15), F.S.), in connection with this Contract, who has participated in the performance of this Contract or the Participation Agreements, or procurement of the Contract, except as provided in section 112.3185, F.S.

34. Audits.

The Contractor understands its duty, pursuant to section 20.055(5), F.S., to cooperate with the Inspector General in any investigation, audit, inspection, review, or hearing. The Contractor will comply with this duty and ensure that subcontracts issued under this Contract, if any, impose this requirement, in writing, on its subcontractors.

35. Travel Reimbursement.

Any travel expenses allowable under this Contract must be submitted in accordance with section 112.061, F.S.

36. Use of State Funds to Purchase or Improve Real Property.

Any State funds provided for the purchase of, or improvements to real property, are contingent upon the Contractor or political subdivision granting to the State a security interest in the property at least in the amount of State funds provided, for at least five (5) years from the date of purchase or the completion of the improvements, or as further required by law.

37. Assignment.

Unless otherwise required by law, the Contractor shall not sell, assign, or transfer any of its rights, duties, or obligations under the Contract, or under any Participation Agreement executed hereunder, without the prior written consent of the Department. In the event of any assignment, the Contractor remains secondarily liable for performance unless the Department expressly waives such secondary liability. The Department may assign the Contract (and a Participant may assign a Participation Agreement) with prior written notice to the Contractor of its intent to do so.

38. Lobbying.

The following replaces the first sentence of Section 18, Lobbying and Integrity, of Attachment 4, PUR 1000:

The Contractor agrees that funds received by it under this Contract, or a Participation Agreement executed hereunder, will not be expended for the purpose of lobbying the Legislature, the judicial branch, or a State agency in violation of sections 11.062 or 216.347, F.S. Pursuant to the requirements of section 287.058(6), F.S., during the Contract term, the Contractor may lobby the executive or legislative branch concerning the scope of services, performance, term, or compensation regarding the Contract and Participation Agreements.

39. Contractor Representatives.

All Contractor Representatives shall be properly trained technicians who meet or exceed any specified training qualifications. Upon request, the Contractor shall furnish a copy of technical certification or other proof of qualification. All Contractor Representatives must comply with all security and administrative requirements of the Department and Participants, and with all controlling laws and regulations relevant to the services they are providing under the Contract and Participation Agreements. The State may conduct, and the Contractor shall cooperate in, a security background check or other assessment of any Contractor Representative. The Department or a Participant may refuse access to, or require replacement of, any Contractor Representative for cause, including, but not limited to, lack of technical or training qualifications, quality of work, change in security status, or noncompliance with the Department's or Participant's security or administrative requirements. Such approval shall not relieve the Contractor of its obligation to perform all work in compliance with the Contract and Participation Agreements. The Department may reject and bar from any facility, for cause, any Contractor Representatives.

40. Notices.

Where the terms "written notice" or notice "in writing" are used in the Master Contract to specify a notice requirement, said notice shall be deemed to have been given:

- a. when personally delivered;
- b. when transmitted via facsimile with confirmation of receipt or email with confirmation of receipt if the sender on the same day sends a confirming copy of such notice by a recognized overnight delivery service (charges prepaid);
- c. the day following the day (except if not a business day, then the next business day) on which the same has been delivered prepaid to a recognized overnight delivery service; or
- d. on the date actually received or the date of the certification of receipt.

DEPARTMENT OF FINANCIAL SERVICES

Statement of Work

ATTACHMENT 2

1. Scope of Work.

The Contractor shall provide electronic payment (e-Payment) services to State agencies and the State's judicial branch and units of local government to allow them to accept Payment Cards, and electronic funds transfers (i.e., eChecks), as authorized by section 215.322, Florida Statutes (F.S.).

2. Definitions.

In this Contract, the following terms are defined as set forth below:

- 2.1. **Automated Clearing House (ACH)** – The computer-based clearing and settlement facility for interchange of electronic debits and credits among financial institutions.
- 2.2. **Banking Business Days** – Monday through Friday, inclusive, except for days the Federal Reserve Bank is closed.
- 2.3. **Business Days** – Monday through Friday, inclusive, except for holidays observed by the State pursuant to section 110.117, F.S.
- 2.4. **Business Hours** – 8:00 AM to 5:00 PM Eastern Time (ET) on Business Days.
- 2.5. **Calendar Days** – All days, including weekends and holidays.
- 2.6. **Card Verification Value (CVV)** – A three- or four-digit code printed on a Payment Card as a security feature designed to help prevent fraudulent purchases.
- 2.7. **Confidential Information** – Any documents, data, or records that are exempt or confidential and exempt from disclosure pursuant to chapter 119, F.S., the Florida Constitution, or any other authority (e.g., other Florida laws or pre-empting Federal law).
- 2.8. **Contactless** – A secure payment method for Customers to purchase goods or services by using Radio-Frequency Identification (RFID) or Near-Field Communication (NFC) technology (also known as “tap-and-go”).
- 2.9. **Core Platform** – The group of software, equipment, networking connections, algorithms, and data provided by the Contractor that supports the e-Payment Processing Options.

- 2.10. **Customer** – A person or entity that uses a Payment Channel to make a payment to a Participant.
- 2.11. **eCheck** – An e-Payment by which funds are withdrawn by the payee from a bank account authorized by the payer.
- 2.12. **e-Payment** – A payment made over the internet (including at a POS) or telephone using a Payment Card or eCheck.
- 2.13. **e-Payment Processing Options** – Processing options providing for the collection and transmission of e-Payments over the internet or telephone. Processing options include batch file transfer, POS, IVR, Gateway – Non-Hosted, Gateway – Partially Hosted, and Gateway – Fully Hosted.
- 2.14. **Europay, MasterCard, and Visa (EMV)** – A payment method that uses technology to authenticate chip-card transactions for cards equipped with a computer chip.
- 2.15. **Florida Planning, Accounting, and Ledger Management (Florida PALM)** – A multiyear, multiphase project to replace the State’s accounting and cash management systems with an integrated, enterprise financial management solution.
- 2.16. **Gateway – Fully Hosted** – An e-Payment Processing Option that is fully developed for a Participant and hosted by the Contractor and that redirects the Customer via a URL from the Participant's internet site to the Contractor’s internet site, where Customer and payment information are collected, processed, and stored.
- 2.17. **Gateway – Non-Hosted** – An e-Payment Processing Option where all Customer and payment information is collected and stored on a Participant's internet site or Mobile Application (which site or application may be designed and hosted by the Participant or by a third-party contractor) before payment details are transmitted via an application programming interface (API) to the Contractor for payment processing, authorization, and settlement.
- 2.18. **Gateway – Partially Hosted** – An e-Payment Processing Option where Customer information is collected on a Participant’s internet site or Mobile Application (which site or application may be designed and hosted by the Participant or by a third-party contractor) before the Customer is passed to the Contractor's internet site for payment check-out. All payment information is collected and stored on the Contractor's site, with payment details remitted back to the Participant's business system.

- 2.19. Go-Live Date** – The date that a Participant begins using the e-Payment Processing Option(s), as specified in its Implementation Plan.
- 2.20. Implementation Plan** –The plan used to structure implementation of the e-Payment Processing Options for each Participant. The plan includes a detailed list of activities, costs, challenges, resources, and schedules, which provides a structure for managing the Project.
- 2.21. Interactive Voice Response (IVR)** – A payment system through which Customers utilize a toll-free number created by the Contractor to submit payments over an automated phone service. The Participant sends a file containing Customer information to the Contractor to allow the Contractor to authenticate the caller.
- 2.22. Merchant ID** – A unique number assigned to a merchant account to identify it throughout the course of processing activities.
- 2.23. Mobile Application** – An application software designed to collect payments on a mobile device.
- 2.24. National Automated Clearinghouse Association (NACHA)** – A non-profit membership association charged with overseeing the ACH system.
- 2.25. Negative Database** – A database that contains account information used to verify the ABA routing number, account status, and history of the account holder for a payment.
- 2.26. Non-Sufficient Funds (NSF)** – The status of a checking account that does not have enough money to cover transactions.
- 2.27. Optional Services** – Services outside the Core Platform that allow for direct acceptance of e-Payments and enhance e-Payment processing, which are available at no charge upon a Participant’s request.
- 2.28. Participant** – An Agency Participant or Local Government Participant.
- a. Agency Participant** – The judicial branch or any official, officer, commission, board, authority, council, committee, or department of the executive branch of State government that enters into a Participation Agreement. This also includes, but is not limited to, State attorneys, public defenders, capital collateral regional counsel, the Justice Administrative Commission, the Florida Housing Finance Corporation, and the Florida Public Service Commission.

b. Local Government Participant – A municipality, special district, board of county commissioners, or other governing body of a county however styled, including that of a consolidated or metropolitan government, that enters into a Participation Agreement. This also includes any clerk of the circuit court, sheriff, property appraiser, tax collector, and supervisor of elections.

- 2.29. Participant-Level** – The unit or section within a Participant that has a unique business need regarding the acceptance of e-Payments and segregation of data.
- 2.30. Participation Agreement** – The agreement between the Participant and Contractor that makes the Participant a party to this Contract.
- 2.31. Payment Card** – A credit card (a card issued to Customers by a bank or business authorizing the holder to buy goods or services on credit), charge card (a card issued to Customers by a store, bank, or other organization, used to charge purchases to an account which must be paid in full at the end of every month), or debit card (a card used in lieu of cash that authorizes the holder to buy goods and services, but which is not a credit card or charge card) that is accepted by Participants as payment for goods or services.
- 2.32. Payment Card Industry (PCI)** – All the organizations involved in storing, processing, and transmitting Payment Card data.
- 2.33. Payment Card Organization Rules** – Payment Card policies and rules requiring Participant, Contractor, and Service Provider compliance.
- 2.34. Payment Channel** – A method for a Customer to make payments to a Participant, including IVR, POS, Web Applications, and Mobile Applications.
- 2.35. PCI Attestation of Compliance (PCI AOC)** – A form for merchants, the Contractor, and Service Providers to attest to the results of a PCI Data Security Standard assessment.
- 2.36. PCI Data Security Standard (PCI DSS)** – The security standards set by the PCI Security Standards Council to prevent Payment Card fraud. The PCI Security Standards Council is a global forum for the ongoing development, enhancement, storage, dissemination, and implementation of security standards for account data protection.
- 2.37. Point of Sale (POS)** – An electronic device used to process Payment Cards and eChecks.
- 2.38. Processing Day** – The day the Contractor processes an authorized Payment Card transaction between a Participant and a Customer. The Contractor's Processing Days are 365 Calendar

Days a year.

- 2.39. **Project** – The activities required to transition all Participants from the payment platforms and systems provided under the previous e-Payments services contract (Contract No. TR175) to the Core Platform.
- 2.40. **Project Management Plan** – The formal document used to describe the transition and implementation of the Project as it relates to Agency Participants, which includes Project information (including a detailed approach to the Project), guiding principles, logs and tracking (including an approach to risk management), and a communications plan.
- 2.41. **Project Management Professional (PMP)** – An internationally-recognized professional designation offered by the Project Management Institute.
- 2.42. **Remittance File** – An end-of-Processing Day file that contains details for all transaction types received via all Payment Channels during the Processing Day.
- 2.43. **Representational State Transfer (REST)** – An architectural style that defines a set of constraints to be used for creating web services.
- 2.44. **Service Provider** – A person or company other than the Contractor which performs a portion of the services provided under this Contract. These parties are unlike Subcontractors only in that they offer standard products and contracts and will not sign contracts expressly identifying Subcontractor flow-downs.
- 2.45. **Simple Object Access Protocol (SOAP)** – A messaging protocol specification for exchanging structured information in the implementation of web services in computer networks.
- 2.46. **Sponsoring Bank** – The bank agreed upon by the Department and the Contractor to facilitate the settlement of Payment Card transactions into Participants’ Depository Accounts.
- 2.47. **State** – The state of Florida.
- 2.48. **Subcontractor** – A person or company other than the Contractor which performs a portion of the services provided under this Contract.
- 2.49. **Value-Added Services** – Enhancements to a Participant’s e-Payment processing services or

to its Optional Services that are available at the Participant's request, in accordance with Attachment 3, Price Response. These services are described in Exhibit 1 to this Attachment 2, Statement of Work.

2.50. Web Application – A client-server computer program that collects payments in a web browser.

3. How this Contract Works.

3.1. Services provided under this Contract are provided to Participants that enter into a Participation Agreement with the Contractor. Agency Participants will use Attachment 5, Agency Participation Agreement. Local Government Participants will use Attachment 6, Local Government Participation Agreement. The Department acts in a Contract management role for Agency Participants. Local Government Participants may use the Contract, but the Department does not manage the implementation or use of the Contract for Local Government Participants. The Department does not pay any charges under this Contract other than those for custom reports and those incurred in its capacity as a Participant (as stated in Sections 7.1 and 12) and is only involved in participation approval and implementation activities regarding Agency Participants. A Participant may have multiple Participant-Levels, each of which may individually use any or all the e-Payment Options offered under this Contract and may require individual implementation services by the Contractor to effectuate use of such services.

3.2. The Contractor may use Department-approved Service Providers and Subcontractors to fulfill its responsibilities under this Contract; however, nothing in this section is intended to relieve the Contractor of its responsibilities under this Contract regardless of whether such responsibilities are being carried out by a Service Provider or Subcontractor. For the avoidance of doubt, the notification timeframes provided in Sections 3.2.a. and b., below, only apply in the event the proposed Subcontractor or Service Provider does not impact the Core Platform in a way that will require the Department or a Participant to make substantial programming or processing changes to its systems. (Changes to the Core Platform that require the Department or a Participant to make substantial programming or processing changes to its systems are addressed in Section 4.1., below.)

a. Subcontractors. The Contractor will initially use OneSupport (formerly teleNetwork) as a Subcontractor for customer support and satisfaction or IVR support and Verint as a Subcontractor for IVR support. If the Contractor elects to use different Subcontractors for either of these services after the first Go-Live Date for services for which such Subcontractors will be utilized, the Contractor shall provide notice in writing to the Department no later than three (3) months prior to such change. The use of any proposed Subcontractors must be approved by the Department, and such approval will not be unreasonably withheld. Such change will

not require a formal written amendment to the Contract or a Participation Agreement.

- b. Service Providers.** The Contractor will initially use First Data Merchant Services LLC (First Data), Wells Fargo Bank, N.A. (Wells Fargo), Secure Payment Systems Inc. (SPS), and Microsoft Corporation as Service Providers. The Contractor will provide the Department and Participants the ability to review reports provided to the Contractor as part of Service Provider's standard product offerings, including access to Service Organization Controls (SOC) 1 and SOC 2 reports, as available and subject to Service Provider confidentiality restrictions. In addition, any Service Provider utilized in the provision of the Core Platform is subject to an evaluation in the Contractor's SOC Report. If the Contractor elects to use a new Service Provider, the Contractor shall provide notice in writing to the Department no later than six (6) months prior to such change. The use of any proposed Service Providers must be approved by the Department, and such approval will not be unreasonably withheld. Such change will not require a formal written amendment to the Contract or a Participation Agreement.

- 3.3. Sub-Merchant Processing Agreement.** The Department, on behalf of all Agency Participants, shall execute the Agency Participant Sub-Merchant Processing Agreement included in Addendum C, Selected Portions of the BAFO, with 1) the Contractor, 2) the Contractor's processor (which will initially be First Data), and 3) the Sponsoring Bank (which will initially be Wells Fargo). Each Local Government Participant shall execute the Local Government Participant Sub-Merchant Processing Agreement in substantially the same form included in Addendum C, Selected Portions of the BAFO, with the parties identified above. The Contractor shall be responsible for ensuring that its Service Providers meet their obligations under the Sub-Merchant Processing Agreement. If a Service Provider terminates the Sub-Merchant Processing Agreement for any reason, the Contractor shall propose a replacement Service Provider to the Department and/or to the Local Government Participant, as appropriate, within ten (10) Business Days of notification of the termination. Using the Agency Participant Sub-Merchant Processing Agreement (for the Department) or the Local Government Participant Sub-Merchant Processing Agreement (for a Local Government Participant) as a starting point, the Contractor shall work with the Department or Local Government Participant to negotiate agreeable terms for a new Sub-Merchant Processing Agreement with its proposed new Service Provider(s) as soon as practicable.

4. Core Platform.

- 4.1.** The Contractor shall provide a Core Platform that is available twenty-four (24) hours per day, seven (7) days a week, is scalable to the Participants' needs, and supports all e-Payment Processing Options. The Contractor shall ensure that all e-Payment Processing Options are available as of the Effective Date and shall maintain all e-Payment Processing Options during the term of the Contract. The Contractor shall notify the Department in writing

twenty-six (26) months in advance of any modifications or replacements to the Core Platform required by the Contractor that will require the Department or a Participant to make substantial programming or processing changes to its systems. This is subject to the Department's approval prior to implementation, must be effectuated by a written amendment if the modification or replacement impacts language in the Contract (e.g., if a new Subcontractor is being used, and the Subcontractor's service terms must be attached to the Contract), and must be provided at no additional charge to the Department or the Participants. If the Core Platform is modified or replaced, the Contractor shall provide Participants a minimum of twenty-four (24) months, upon amendment execution, to migrate to the new Core Platform (or make the necessary changes to accommodate the modification). Notwithstanding the foregoing, the Department reserves the right to amend this Contract to include optional next-generation support, services, and equipment that are within the scope of the Contract at an agreed upon price. The Department will neither request nor require any changes that would exceed the scope of this Contract. Additionally, the Contractor must agree prior to any enhancements being made to the Core Platform or Optional Services.

- 4.2. The Contractor acknowledges that its failure to provide the Department and Participants with the twenty-four (24) months required to migrate or make changes will damage the Department and Participants but that such damages cannot be ascertained now or in the future. Therefore, the Contractor shall pay liquidated damages in the amount of \$5,000.00 per Calendar Day that the timeframe is shortened for each Participant required to migrate, which is a reasonable estimate of the amount necessary to compensate the Department and Participants for the shortened migration timeframe. These liquidated damages are not intended as a penalty. These liquidated damages are limited only to the failure to provide the twenty-four (24) months required to migrate and in no way limit other damages.
- 4.3. Notwithstanding the foregoing, if the modification or replacement is necessitated by regulatory or compliance standards introduced by the Payment Card Organization Rules, NACHA, applicable law, the PCI Security Standards Council, or other security standards set by the industry, the Contractor shall only be required to provide written notice to the Department and Participants as soon as it receives notification, but no later than ten (10) Business Days after receiving notice of the change necessitating the modification or replacement including anticipated impact to Participants.

5. **Implementation and Project Management.** The following sections outline the Contractor's responsibility regarding both the initial transition and implementation (Project) and additional/ongoing implementations and transitions that occur after the Project. If a Core Platform change occurs, the requirements in Section 5.1 will apply to the transition of Participants from the previous Core Platform to the new Core Platform and the Contractor shall provide the

Department with a new Project Management Plan for the transition of all affected Agency Participants within sixty (60) Calendar Days of notification of the Core Platform change. The Department, in its sole discretion, may provide the Contractor with additional time for fulfilling any of the requirements in this Section 5 as it deems necessary to facilitate the timely transition and implementation of all Agency Participants, and any such extension will be communicated to the Contractor in writing. The services provided pursuant to Section 5.1 are at no charge to the Department or Participants.

5.1. Initial Participant Transition (i.e., the Project). The Contractor shall provide services and support to ensure completion of the Project, with minimal impact to the Participants' business systems, before March 31, 2021, for all Agency Participants and for all Local Government Participants that notify the Contractor of their desire to transition within sixty (60) Calendar Days of the Effective Date. The transition of Agency Participants will occur in accordance with the Project Management Plan included in Addendum C, Selected Portions of the BAFO (or, for transitions related to a Core Platform change, in accordance with the Project Management Plan submitted to the Department), and in accordance with each Agency Participant's Implementation Plan. Changes to the Project Management Plan will not require a formal written amendment to the Contract but must be approved by the Department in writing. The transition of Local Government Participants will occur in accordance with the Implementation Plan submitted to the Local Government Participant, which for the Project must be submitted to the Local Government Participant within thirty (30) Calendar Days of the execution of the Local Government Participant's Participation Agreement.

a. Project Management. The Contractor shall provide at least one (1) PMP-certified Project Manager to lead a technical support team (collectively referred to as the "Contractor's Project Transition Team") that will have overall responsibility for the successful transition of all Agency Participants to the Core Platform. The Department will provide its own Project Transition Team to monitor the Contractor's execution of the Project for Agency Participants, and the Contractor's Project Manager must maintain regular communication with the Department and the Agency Participants. The Contractor shall also provide a Project Transition Team responsible for transitioning Local Government Participants to the Core Platform by utilizing a combination of the Contractor's Project Transition Team and specialized personnel. The Contractor shall be sufficiently staffed to complete the Project and shall add personnel as needed to meet the deadlines specified in each Implementation Plan.

The Contractor shall manage the Project in accordance with the Project Management Plan and Implementation Plans and shall actively manage any Subcontractor's or Service Provider's performance related to the Project. The Contractor's project management

approach must comply with the standards set forth in the Project Management Institute's Project Management Body of Knowledge (commonly referred to as "PMBOK").

- b. Contractor's Project Transition Teams.** The Contractor's Project Transition Teams shall:
- i.** manage the Project Management Plan and Implementation Plans using a formal software system development methodology;
 - ii.** manage the Project's target dates, deliverables, technical specifications, and testing in accordance with the agreed-upon schedule in the Implementation Plans;
 - iii.** provide non-automated e-mail acknowledgement of all correspondence and inquiries pertaining to mission critical incidents (such as those regarding go/no go decisions and test environment unavailability) within two (2) hours, including an estimated time of resolution, and non-automated acknowledgement of all non-mission critical correspondence and inquiries received outside of Business Hours within two (2) hours after Business Hours resume;
 - iv.** address all correspondence and inquiries pertaining to mission critical incidents within one (1) Business Day of the original inquiry, address all other inquiries within three (3) Business Days, and continue to work with the Participant until each incident has been resolved;
 - v.** prepare and submit weekly Project status reports to the Department;
 - vi.** facilitate weekly conference calls to discuss Project status reports with the Department's Project Transition Team;
 - vii.** facilitate all meetings necessary to complete the Contractor's responsibilities with respect to the Project, including:
 - I.** an in-person meeting with the Department within fourteen (14) Calendar Days of the Effective Date to discuss the implementation approach for the Project, and
 - II.** in-person discovery meetings with each Agency Participant;
 - viii.** identify and inform the Department of any risks, issues, or opportunities related to the Project; and
 - ix.** identify any scope issues and associated costs and communicate these to the Department's Project Transition Team.
- c. Equipment.** As part of the Project, the Contractor shall provide an initial equipment fund of \$220,500.00 for the replacement of Agency Participants' existing POS equipment and software. This fund will be available to Agency Participants through completion of the Project, to purchase or rent POS equipment, subject to Department-approval. Agency Participants will be charged for POS equipment in accordance with Attachment 3, Price Response, to the extent that the State exceeds the initial equipment fund. POS equipment will be made available to Local Government Participants at the prices specified in

- d. Consultations and Training.** During the Project, the Contractor shall be available, at the Department's request, for onsite product and service consultations and training with Participants and the Department to ensure successful completion of the Project. These consultations and training sessions will be at the Contractor's expense. The Contractor shall provide Participant integration and user guides (payment settlement, reporting, reconciliation, administration, etc.) for Gateway - Non-Hosted, Gateway - Partially Hosted, and Gateway - Fully Hosted options.
- e. Business Requirements Document (BRD).** The Contractor shall, after consultation with Participants, develop a draft BRD for each Agency Participant within thirty (30) Calendar Days of the Effective Date (or for Local Government Participants, within thirty (30) Calendar Days of the execution of a Participation Agreement). For Agency Participants, a Participant-approved version of the BRD will be finalized within sixty (60) Calendar Days of the start of the implementation phase within which the individual Agency Participant is to transition to services under this Contract. For Local Government Participants, Participant-approved BRDs will be finalized within sixty (60) Calendar Days of the execution of a Participation Agreement. The Contractor shall provide updated documentation for affected Participants within thirty (30) Calendar Days of notification of a Core Platform change.
- f. Support.** The Contractor shall provide Participant support services for the e-Payment Processing Options being implemented. The Contractor shall designate key personnel assigned to providing the Participant support services, four (4) of whom shall be employed full-time in the Contractor's Tallahassee, Florida, office commencing 90 days after the Effective Date and concluding upon the Department's subsequent award of e-Payment services to a new contractor. Participant support services shall include, at a minimum:

 - i.** issue resolution;
 - ii.** status updates;
 - iii.** new account coordination and set up;
 - iv.** provision of technical specifications and user guides; and
 - v.** implementation and technical resources, including access to subject matter experts in the business processes automated by the Contractor and technical experts in connectivity, application program interfaces, and batch data exchange, including secure data transmission.
- g. Implementation Plan.** The Contractor shall submit a draft of the Implementation Plans no later than forty (40) Calendar Days after the Contract Effective Date (or for a Local

Government Participant, after execution of the Participation Agreement) and the final, detailed Implementation Plan no later than seventy-five (75) Calendar Days after the Contract Effective Date (or for a Local Government Participant, after execution of the Participation Agreement). The Implementation Plans for Agency Participants shall be submitted to the applicable Agency Participant and to the Department. The Implementation Plans for Local Government Participants shall be submitted to the applicable Local Government Participant. The Department reserves the right to request modifications to the Contractor's Implementation Plans for Agency Participants prior to the Department's final approval. Any deviation by the Contractor from the Department- or Local Government-approved final Implementation Plan shall be considered a material breach, and all remedies provided for in this Contract and at law will be available to the Department or Local Government Participant, unless the Department or Local Government Participant has provided prior written approval for reasons it deems, in its sole discretion, to be beyond the control of the Contractor.

- h. PCI DSS.** The Contractor shall provide the Department and Participants with a plan to achieve PCI DSS compliance for each Participant before the Participant's Go-Live Date, along with specific recommendations to ensure ongoing PCI compliance. This plan will include a draft of the PCI Responsibilities List described in Section 10.1, below.
- i. Project Closeout.** Within thirty (30) Calendar Days of completion of a Participant transition, the Contractor shall provide the Department and applicable Participant with a Project closeout summary, which must include, at a minimum:
 - i.** a description of the e-Payment Processing Options transitioned, the transition timelines and obstacles, and any lessons learned;
 - ii.** the final technical configuration requirements;
 - iii.** a complete list of any product upgrades, modifications, and enhancements requested during the transition by the Participant or the Department, including the status of each request; and
 - iv.** issues identified during the transition and how they were resolved.
- j. Reports and Presentations.** The Contractor shall prepare reports and presentations as deemed necessary by the Department during the Project and shall provide such to the Department.
- k. Data Migration.**
 - i.** At a Participant's request, the Contractor shall import a batch file of future-dated payments for processing, at no additional charge.
 - ii.** At a Participant's request, the Contractor shall migrate up to one (1) year of the

Participant's historical data including payment tokens, for administrative and archival purposes to the applicable secure online data warehouse, at no additional charge. This data must be accessible through the Contractor's online web portal for a period of three (3) years following migration. Prior to the migration, the Participant and the Contractor will agree upon the format to be utilized for the data warehouse. During the migration, sensitive data will be encrypted in transit and at rest via a secure protocol agreed upon between the Department and the Contractor.

5.2. Additional Participant Implementations and Transitions (Ongoing). The following services must be provided throughout the duration of the Contract, as needed for onboarding a new Participant or providing changes in services.

- a. The Contractor shall consult with both the Department and Agency Participants to determine the ongoing needs of Agency Participants and the best e-Payment Processing Options for meeting those needs. The Contractor shall consult with Local Government Participants independently to determine their ongoing needs, as the Department does not manage the Local Government Participants' use of the Contract.
- b. The Contractor shall assign a Project Manager for each Participant transition or implementation (e.g., conversion or expansion of a Participant's existing e-Payment Processing Options, or implementation of a new e-Payment Processing Option for a Participant). The Project Manager will be responsible for the overall management of the transition or implementation and must be authorized to make decisions and manage the allocation of resources on behalf of the Contractor.
- c. Within ten (10) Business Days of receipt of a request for a new Participant transition or implementation, the Contractor shall schedule a discovery meeting with the new Participant, which must be in-person for Agency Participants. The Contractor shall provide a Project Management Plan for the transition or implementation within ten (10) Business Days of the discovery meeting.
- d. The change order process must provide for, at a minimum:
 - i. the Contractor's acknowledgement of a change order request from the Department within twenty-four (24) hours; and
 - ii. within ten (10) Business Days of the Contractor's acknowledgment of a change order request, the Contractor's provision of a proposed change order plan to the Department for Participant projects that identify changes after the project requirements have been gathered. The change order plan must also identify any additional costs the Participant will incur for POS equipment, EWS, or eCheck guarantee services.

e. Within thirty (30) Calendar Days of the closeout of a Participant transition or implementation, the Contractor shall provide the Participant (and, in the case of Agency Participants, the Department) with a closeout summary of the transition or implementation, which must include the transition's or implementation's purpose, final technical configuration document and design, e-Payment Processing Option details, timelines, obstacles, and lessons learned. The Contractor shall maintain a comprehensive list, during the term of the Contract, of Participant requests for product upgrades, modifications, and/or enhancements that are not currently available and their expected availability date.

6. **Daily Services.** Subject to the exceptions for maintenance specified in Section 9.2, below, the Contractor shall accept, process, authorize, and settle payments using processing platforms certified by the PCI Security Standards Council without interruption (twenty-four (24) hours a day, seven (7) days a week).

6.1. **Payment Types.** All e-Payment Processing Options must connect to the Core Platform to process the following payment types:

a. **Payment Cards.** The Contractor shall accept, authorize, process, and settle all Discover, MasterCard, American Express, and Visa brand Payment Cards.

i. **Convenience Fees.** The Contractor shall provide a method for the collection of a convenience fee charge on a transaction and must combine and split the convenience fee from the transaction fee in accordance with Payment Card Organization Rules and applicable law. The method provided must allow the Participants to choose at a Participant-Level between absorbed fees (fees determined and kept by the Participant) and managed fees (fees determined and kept by the Contractor to offset the fees it would have charged the Participant for processing the payment).

ii. **Convenience Fees Laws, Rules, and Regulations.** The Contractor shall notify the Department and Participants of changes in Payment Card Organization Rules, and PCI, State, and federal laws, rules, and regulations, that affect Participants' collection of convenience fees ninety (90) Calendar Days prior to the effective date of changes or no later than ten (10) Business Days after the Contractor becomes aware of such changes including anticipated impact to Participants. The Contractor shall use reasonable efforts to stay informed about any such changes.

b. **eChecks.** The Contractor shall provide a method for the acceptance of eChecks and provide processes that:

i. allow eChecks to be scheduled up to thirty (30) Calendar Days in advance;

- ii. minimize the number of returns;
- iii. allow Participants at a Participant-Level to decide whether to reject or accept eChecks from Customers with a bank account that has exceeded a predetermined limit of NSF's (this is accomplished by the Contractor creating a Negative Database against which to check the payment account);
- iv. provide a real-time verification for duplicate eChecks by verifying at a minimum the check number, payment date, transaction amount, and account number; and
- v. at the rate set forth in Attachment 3, Price Response, includes services for eCheck Guarantee or Early Warning Service, which may be utilized at the Participant's discretion. eCheck Guarantee provides a guarantee on all eChecks processed, shifting the liability for returns to the Contractor. Early Warning Services provide real-time verification of bank account numbers for accounts held with participating banks.

6.2. e-Payment Processing Options.

- a. The Contractor shall provide services that facilitate the business processes of Participants for the e-Payment Processing Options described below. The following specifications apply to all e-Payment Processing Options:
 - i. The required e-Payment Processing Options, collectively, must allow Participants to be capable of processing both Payment Card and eCheck payments via Web Applications, Mobile Applications, and automated IVR phone prompts.
 - ii. All Payment Card transactions processed through the e-Payment Processing Options must be completed by a provider (whether the Contractor, Service Provider, or a Subcontractor) that is PCI DSS certified.
 - iii. A Remittance File containing details for all transaction types received via all Payment Channels, as required by each Participant, must be generated by the Contractor after the payment cut-off time of 11:59 PM ET for Payment Card transactions and 8:00 PM ET for batch files.
- b. **Online Payments.**
 - i. The Gateway – Fully Hosted, Gateway – Partially Hosted, and Gateway – Non-Hosted must be capable of: 1) processing both Payment Cards and eChecks; 2) for Gateway – Fully Hosted and Gateway – Partially Hosted, processing online transactions using Customer's PayPal account; and 3) transferring information, at a minimum, by both SOAP and REST.
 - ii. The Remittance File generated for payments processed via one of the gateways must include a minimum of fifteen (15) Participant-defined fields.
 - iii. The Contractor's internet site must be responsive to Customers' screen size (i.e. tablet, phone, computer).

iv. Gateway – Fully Hosted requirements.

I. The Gateway – Fully Hosted must give Customers the ability to:

(a) initiate a one-time payment; and

(b) enroll to:

A. set up recurring payments, or enable capture and storage of funding details;

B. add additional payment accounts;

C. cancel a previously scheduled payment;

D. schedule, modify, or cancel recurring payments; and

E. inquire about previously scheduled, cancelled, refunded, or processed payments.

II. The Contractor must be capable of accepting a master file from the Participant that is loaded into the gateway to enable bill validation and payment capture. The Contractor shall provide a means by which Participant-approved entities can view amounts due by both report number (generated from the master file) and date and select which amounts to pay. The Remittance File must be in the same format and contain the same data as the master file.

c. POS – The Contractor shall process payments received from Participants’ POS terminals provided by the Contractor, which must be capable of accepting and processing both card- present and card-not-present transactions via Wi-Fi or wired connections. The Contractor shall also provide the hardware (encrypted swipe device) to enable the ability for the Participant to utilize their own mobile devices that support cellular connections. The Contractor shall provide all equipment and software required for POS processing at the price indicated in Attachment 3, Price Response.

i. POS Equipment. The Contractor shall provide PCI-certified POS equipment and equipment software in accordance with section ii., below, for purchase, or for rent on a short-term basis. POS equipment rentals will not exceed six (6) months. All POS equipment offered by the Contractor must be EMV-capable. The Contractor must also provide POS equipment options that are Contactless-capable. The Contractor shall provide equipment software upgrades to the Participants’ POS equipment, along with installation support to ensure each Participant’s POS equipment functions properly, at no additional charge to the Participants.

ii. Annual Equipment Fund. In accordance with Attachment 3, Price Response, and beginning on the Effective Date, the Contractor shall provide additional POS equipment, up to an aggregate annual amount of \$21,000.00 (the “Annual Equipment Fund”), at no additional charge to the Department or any Agency Participant. Use of the Annual Equipment Fund will be for Agency Participants at the discretion of the

Department. Any remaining balance in the Annual Equipment Fund at the end of the Contract year will be credited to the following Contract year; provided, however, this credit shall be used solely for equipment, and if not utilized, it will not be refunded at the end of the Contract term. Any requested POS equipment in excess of the Annual Equipment Fund will be invoiced to the applicable Participant in accordance with Attachment 3, Price Response.

- iii. Equipment Orders.** The Contractor shall ship newly-requested POS equipment (and associated supplies), including rental POS equipment, to Participants within seven (7) Business Days of the request, and non-failure-related replacement equipment (and associated supplies) to Participants within three (3) Business Days of a written request, unless otherwise approved in writing by the requestor at the time of the request or unless the POS equipment is not commercially available for reasons outside of the Contractor's control. If the requested POS equipment is not commercially available, the Contractor shall propose a comparable alternative to the requestor for approval within two (2) Business Days. If approved, the Contractor shall ship alternate POS equipment within seven (7) Business Days of approval. The Department will make all POS equipment requests on behalf of Agency Participants. Local Government Participants will make such requests on their own behalf.
- iv. Equipment Failures.** If POS equipment has failed, the Contractor shall repair the failed POS equipment or ship replacement equipment within twenty-four (24) hours of electronic notice of failure.
- v. Equipment Inventory.** For Agency Participants, the Contractor shall maintain an inventory of varied POS devices, the variety of which will be based on the State's needs (the "Equipment Inventory") to fill POS equipment orders (for both purchases and rentals) and to replace failed POS equipment.
- vi. POS Supplies.** The Contractor shall ship supplies needed to operate the hardware for POS equipment within twenty-four (24) hours of written request. The Contractor must provide an overnight shipping option, which shall be charged to the Participant in accordance with Attachment 3, Price Response.
- vii. POS Changes.** The Contractor shall provide ninety (90) Calendar Days written notice for POS equipment or equipment software changes that affect Participants.

d. IVR.

- i. System Requirements.** Subject to the exceptions for maintenance specified in Section 9.2, below, the Contractor shall provide an IVR system with touch-tone and speech-recognition capabilities, operating twenty-four (24) hours a day, seven (7) days a week. The IVR system must:
 - I.** interact with the Participant's business systems and associated databases;
 - II.** be available in English and Spanish (additional languages provided on the

Available IVR Languages List included in Addendum C, Selected Portions of the BAFO, at no charge, within twenty-one (21) Calendar Days of a Participant's request);

- III.** accept and process payments twenty-four (24) hours a day, seven (7) days a week; and
 - IV.** transfer Customers to a Participant's customer support call center and/or a Contractor's customer support service representative, Monday – Friday 7:00 AM to 7:00 PM ET.
 - ii. Annual IVR Minute Bank.** The Contractor shall provide, at no charge, a bank of 296,000 minutes per Contract year for Agency Participants ("IVR Minute Bank"). Any remaining balance in the IVR Minute Bank at the end of a Contract year will be credited to the following Contract year; *provided, however*, this credit shall be used solely for IVR and if not utilized, will expire at the end of the Contract term. Any minutes utilized by Agency Participants in excess of the IVR Minute Bank will be invoiced to the applicable Participant in accordance with Attachment 3, Price Response. Local Government Participants will pay for IVR services in accordance with Attachment 3, Price Response.
- e. Batch File Transfer** – The Contractor shall facilitate a method for its receipt of daily custom batch files (which contain ACH instructions and pertinent Customer information) from Participants and third-party contractors that host Participant payment applications. Each batch file may contain up to 99,999 individual transactions scheduled for a specific date. Batch files will be sent between 5:00 PM and 8:00 PM ET each Business Day. The Contractor shall:
- i.** complete acceptance of transactions received via batch file prior to beginning the end-of-day process;
 - ii.** send an acknowledgment for each batch file that contains the number and total dollar amount of accepted transactions, and individually identifies any rejected transactions and the reason for the rejection;
 - iii.** modify effective dates in batch files to applicable processing dates to ensure that the transactions sent through the ACH network accommodate expected settlement dates;
 - iv.** provide extended processing network hours to complete settlements, eliminating split batches caused by high volumes of transactions that overlap settlement cut-off times;
 - v.** at the Participant's request, provide the Participant with a Remittance File that includes a minimum of fifteen (15) Participant-defined fields;
 - vi.** provide single batch settlement processing for batch sizes of up to 99,999 transactions; and
 - vii.** use the Participant-provided reference number on the NACHA file generated for

the Participant, subject to NACHA limitations.

- 6.3. Web Portal.** The Contractor shall provide the Department and Participants with access to the web portal that allows administrative functions to be performed at the Participant-Level and allows administrative rights to be assigned to specific roles. The portal's functionality shall allow:
- a. the Department to set up a new Participant-Level with approval workflow;
 - b. Participants to cancel a previously scheduled payment;
 - c. Participants to schedule, modify, or cancel recurring payments;
 - d. Participants to refund processed payments; and
 - e. the Department and Participants to inquire about previously scheduled, cancelled, refunded, or processed payments.
- 6.4. Payment Authorization and Fraud Prevention.** The Contractor shall provide, at a minimum, the authorization methods and error-checking listed below to assist with fraud prevention, subject to a Participant's request:
- a. Matches:
 - i. CVV (rejecting charges without a CVV code match),
 - ii. Customer name on Payment Card (rejecting charges with a name mismatch), and
 - iii. Full address or zip code verification (rejecting charges with an address mismatch);
 - b. on-screen verification to ensure that Payment Card numbers are not entered into the name field (to ensure that the Payment Card number is not inadvertently passed along to a Participant who is using a Gateway – Partially Hosted or Gateway – Fully Hosted);
 - c. double key requirement for bank account numbers;
 - d. populated bank name based on routing number;
 - e. account updater for Payment Card expiration dates (sending updated expiration dates on current Payment Cards that are on file with the Participant);
 - f. configurable limit fields allowing Participants to set upper and lower charge amounts;
 - g. automatic detection and avoidance of duplicate authorizations, refunds, and settlements;
 - h. refunds verified against original authorization (existence and amount);
 - i. automatic detection of high-risk activity (multiple authorizations on the same day and high dollar amounts);
 - j. same-day voids to correct payment amounts;
 - k. automated settlement notification (error checking and alerts);
 - l. real-time Payment Card authorization and multiple cut-off times to accommodate Participant-Level batching and settlement requirements; and
 - m. authorization of Payment Card transactions with the option to cancel individual transactions prior to an end-of-day file being processed for settlement; the end-of-day

file must include any cancellations processed in order to remove authorization holds placed on associated Payment Cards.

The Contractor shall also provide support services for answering chargeback and returned item inquiries.

6.5. Payment Settlement.

- a. In accordance with the table below*, the Contractor shall ensure the direct settlement of all captured payments (regardless of payment type or e-Payment Processing Option) into: 1) for Agency Participants, the Agency Participant’s subaccount of the Department’s concentration bank account; and 2) for Local Government Participants, the Local Government Participant’s settlement account, as designated by the Local Government Participant. The account designated for settlement is referred to as the “Depository Account.” Currently, there are approximately 115 Agency Participant subaccounts, but this number may change, and subaccounts may be retitled, during the term of the Contract. The Department shall notify the Contractor of any such changes.

Payment Type	Cut-off Time	Settlement
Visa, MasterCard, Discover	11:59 PM ET	Next Banking Business Day**
AMEX	11:59 PM ET	2 nd Banking Business Day
ACH	8:00 PM ET	Next Banking Business Day**

*All transactions that would otherwise be settled on bank holidays and weekends will be settled on the following Banking Business Day.

**The settlement timing is subject to the Depository Account being at the same bank as the Sponsoring Bank. If that is not the case, then the payments must settle into the Depository Account within two (2) Banking Business Days of capture.

- b. If the Depository Account changes, the Contractor will be provided with the new Depository Account information, either in writing or electronically, no later than sixty (60) Calendar Days before the change, and the Contractor shall make appropriate changes to its systems, at no charge to the Participant, to ensure that funds settle to the Participant’s new Depository Account on the date that the change is scheduled to occur. The Department will provide the new concentration bank account information and

subaccount information for all Agency Participants. Changes to a Depository Account for a Local Government Participant will be provided by the Local Government Participant.

- c. If the Department's concentration account is moved to a new bank, the Contractor shall use commercially reasonable efforts to work with the Department's new bank to achieve the settlement of captured payments in accordance with the timeframe set forth in the table above at such new bank. If this cannot be accomplished, the Contractor shall continue to settle payments, at no additional cost, utilizing the existing Sub-Merchant Agreement but in accordance with the longer timeframe specified above.

6.6. Payment Card Settlement Reconciliation.

- a. The Contractor shall provide the Department with a daily settlement reconciliation file that contains the details of all Agency Participants' settlement activity no later than 7:00 AM ET on the following Banking Business Day. At a Participant's request, the Contractor shall provide a separate daily settlement reconciliation file containing only the individual Participant's settlement details to the Participant no later than 7:00 AM ET on the following Banking Business Day. If the file is not received by 7:00 AM ET, the Contractor shall initiate and escalate an issue tracking process until remedied.
- b. The Contractor shall provide, at the Participant's request, a copy of the NACHA-formatted file sent daily to the ACH network that matches the Remittance File.
- c. Each Processing Day, the Contractor shall accept and initiate all Standard Entry Class codes and enable the Participants to identify specific transactions by providing the Participant with settlement transaction ACH records that include sufficient information for such identification.
- d. For each transaction processed, the Contractor shall maintain a unique authorization code or number (order ID) as a part of the transaction and provide it electronically to the Participant's business application so it can be used to research transaction activity and settlement. The order ID can be accessed through query or the Web Portal.

6.7. eCheck Returns and Payment Card Chargebacks, Refunds, and Adjustments.

The Contractor shall adhere to all chargeback rules and regulations published by the Payment Card brands accepted through this Contract. Participants are responsible for providing the Contractor any information about the payment that may be required by the Contractor in order to dispute the chargeback.

- a. Chargebacks and adjustments processed for Participants must be debited or credited from the bank account to which the original transaction settled.
- b. Payment Card refunds processed for Participants must be netted against the Participant's daily settlement total. If the refund cannot be issued to the Payment Card used for the transaction, the Participant shall refund the Customer using an alternate Payment Card through the use of a Contractor-provided API, information for which

will be provided by the Customer to the Participant.

- c. If chargeback management services are requested by a Participant, the Contractor shall handle all the Participant's chargebacks from the time it is first notified through final resolution, at which time the item is successfully resolved or is charged back to the Participant.
- d. The Contractor shall make available to Participants a web-based chargeback tracking/resolution tool that allows the Participant to view chargeback details, produce reports, and respond to and resolve inquiries. The web-based tool must be available from 6:00 AM – 6:00 PM ET on Business Days.
- e. The Contractor shall provide Participants with a method to track Customer refunds and adjustments using the order ID.
- f. The Contractor shall provide the Department with a file of eCheck returned-item details by Participant-Level for Agency Participants. The Contractor shall also provide a method for all Participants to access returned eCheck information online as long as the Participant is utilizing a Contractor-approved Depository Bank. eCheck returns must be debited from the bank account to which the original transaction settled.
- g. The Contractor shall provide Notification of Change (NOC) details to the Department and Participants in a file format specified by the Department or the Participant.

6.8. Optional Services.

a. General Description.

- i. The Contractor shall provide the Optional Services described in this section, at no charge and at a Participant's request, to allow for direct acceptance of e-Payments and to enhance the processing of e-Payments.
- ii. The labor rates specified in Attachment 3, Price Response, will not apply to the build, design, customization, or configuration of the Optional Services.
- iii. The Contractor shall notify the Department in writing six (6) months in advance of any modification or replacements to the Optional Services required by the Contractor that will require the Department or a Participant to make substantial programming or processing changes to its systems.

b. AppEngine for Payment Forms. AppEngine enables the Contractor to work with Participants to build on-line forms and workflows and automate PDFs for the web, increasing Customer engagement and decreasing manual processes. AppEngine, at a minimum, has the following functionality:

- i. Interfaces with the Core Platform to securely process payments.
- ii. Forms Builder turns paper forms, applications, and processes into interactive services to reduce data input errors and boost overall productivity and efficiencies.
 - I. Allows the Contractor to work with Participants to design and build applications and integrate third-party APIs quickly.
 - II. For submission data read through an API, a Form Response API can be automatically generated.

- iii. Offers customizable themes and styles at the Participant-Level.
 - iv. Provides submissions to Participants through a read-only API.
 - v. Provides the Contractor the ability to work with Participants to configure and build various types of applications to directly receive or facilitate e-Payment acceptance, such as:
 - I. Business Registrations
 - II. Contact Us Forms
 - III. Event Registrations (where a fee is charged to register for the event)
 - IV. Inspections
 - V. Jurisprudence Exams
 - VI. Lookup Apps
 - VII. Simple License/Permit Renewals (where a fee is charged for the renewal)
 - VIII. Mailing List Sign Up
 - IX. Order Forms
 - X. Quizzes
 - XI. Surveys
- c. **Customer Database (CDB).** CDB offers a subscription and monthly billing service for high-volume Customers. CDB is used to maintain Customer balances, manage service pricing, and store user profiles. CDB, at a minimum, has the following functionality:
- i. **Customer Management.** Customer profiles can be created, stored, and managed.
 - I. Each Customer has its own dashboard with real-time aging balances, main contact information, status, and notes with the latest activity on the account.
 - II. All invoices, payments, and adjusting entries are stored in one record assigned to the Customer.
 - ii. **Secure Billing Data Storage.** All Customer information is encrypted and kept in a separate, secure database layer.
 - I. CDB integrates with the Core Platform to allow Customers to make one-time or recurring payments on their accounts.
 - II. Participant applications can use the GUID (Globally Unique Identifier) received for these stored accounts to create one-time or recurring payments in the Customer's account.
 - iii. **Transaction Management.** Provides real-time access to transaction activity, reports, and balances.
 - iv. **Flexible Payment Options.** Set up for recurring fixed and variable amounts.
 - I. Customers can elect to pay invoices by Payment Card or eCheck. The system accepts all Payment Card types selected by the Participant during on-boarding.
 - II. Customers can elect recurring payments using their default bank account or Payment Card on account.
 - v. **Invoicing.** Provides Participants with various options for billing Customers.

Invoices can be mailed to the Customer or e-mailed as an attachment. Alternatively, Customers can elect to receive a notification that an invoice is ready for the Customer to login, view, and pay.

vi. Cash Management. Allows Participants to enter batches of payments, create refunds, or enter returned payments for Customers.

I. eCheck and Payment Card payments are automatically batched and posted to the Customer's records.

d. Event Registration Portal. The Event Registration Portal is an events gateway and donation solution which includes, at a minimum, the following functions:

i. Event Registration. Allows Customers to search for and view upcoming events.

I. Supports Customer access through mobile devices with a responsive design.

II. Shopping cart functionality allows Customers to register themselves or multiple Customers for events.

III. Allows for Customer registrations as a one-time user or while logged in through an account.

IV. Allows Customers to view order history, manage current registrations, and cancel registrations before a set cut-off date.

V. Allows Customers to view and download any pre-event materials made available by the organizer.

VI. Allows for virtually unlimited use cases (e.g. facilities reservations, youth sports sign-up, special use payments, conference registration).

ii. Donations. Integrates with the Core Platform to allow for online donations.

I. Allows for Customer donations as a one-time user or while logged in through an account.

II. Customers can enter information including name, phone number, email address, and donation amount.

III. Presents and emails donation confirmation receipts to Customers.

iii. Administrative Functions for Participants. Provides Participants the ability to log in, create, and manage Customer accounts, access reports, create and manage events, and view donations.

I. Configurable by the Participant and/or the Contractor, as is relevant, to match the Participant's website.

II. Includes reporting on events, memberships, and donations.

III. Allows for email notifications pertaining to events, memberships, and donations.

IV. Ability to configure and modify information about each event.

V. Ability to group all event registrants based on their registration input.

VI. Allows for creation and management of promotion/coupon codes.

VII. Provides functionality to produce printed materials (e.g. nametags, table tents, guest roster).

e. Gov2Go® Platform for Payments (Gov2Go). Gov2Go learns about a Customer's

civic responsibilities, tracks those interactions, notifies them about an upcoming renewal or payment, and provides for one-click payments to complete the transaction. Gov2Go, at a minimum, has the following functionality:

- i.** Provides access via web, iOS, and Android.
 - ii.** Allows Customers to build profiles and identifies and manages services offered by the Participants that may be relevant to the Customers.
 - iii.** Based on Customer profiles and services of interest, tracks and notifies Customers about upcoming renewals and payments.
 - I.** Tracking. Provides Customers with a timeline of their various payment dates (e.g. vehicle registration renewal) and services of interest (e.g. hunting season opening) along with additional information and flows for completing those payments from within the application.
 - II.** Notifications. Sends Customers notifications regarding their various payment dates and services of interest. Multiple notifications can be provided for a given service. Based on configuration, notifications can be delivered via email, SMS, or push notifications on the Customer’s device and in-app messages.
 - iv.** Allows Customers to store and maintain payment information for one-click payment.
 - v.** Allows Customers to make one-time purchases (e.g. park passes, donations, etc.).
 - vi.** Provides Customers with a repository of related documents for completed transactions (e.g., receipts, digital park passes, and temporary vehicle registrations).
- f. OnTheGo® Mobile Application (OTG).** OTG enables Participants to capture payments made with Payment Cards via a mobile application that works with encrypted swipers on Participant-provided mobile devices. OTG is available for iOS and Android devices and interfaces with the Core Platform to allow for gateway processing, transaction management, and financial reporting. OTG, at a minimum, has the following functionality:
 - i.** Provides real-time and “Store and Forward” capabilities.
 - I.** When the device is connected to a network (cell or wi-fi), OTG sends the payment information to the Gateway – Non-Hosted in real-time for processing.
 - II.** When the device is not connected to a network (cell or wi-fi), transactions are securely stored on the device in pending status until the device is reconnected to a network, at which time the pending transactions are processed through the Gateway – Non-Hosted.
 - III.** All payment configurations (e.g., transaction limits) will be set during on-boarding with each Participant at the Participant-Level.
 - ii.** Utilizes two (2) types of devices, one that connects to the audio jack and one that connects via Bluetooth.
 - iii.** Offers a user-friendly design that makes each of the essential functions (payment, refunds, history, and reports) easily accessible.

- iv. Allows optional receipts to be sent via email or text to Customers when the device is connected to a network. Participants may also use a Bluetooth thermal printer for printing receipts.
 - v. Allows Participants to:
 - I. Set up a catalog of products or services available for purchase.
 - II. Issue full or partial refunds.
 - III. View the full transaction history of completed or failed transactions.
 - IV. Search transactions by name, last-4 card digits, date, comment, or transaction ID.
 - V. Generate various reports that can be exported to different formats (e.g., Excel, CSV, PDF, etc.).
- g. Prompt Pay.** Prompt Pay allows Participants to send a prepopulated payment link by SMS text message and/or email to Customers. Prompt Pay, at a minimum, has the following functionality:
- i. Accepts Visa, MasterCard, Discover, and American Express.
 - ii. Participant functionality (within the administrative system) includes:
 - I. An online dashboard that allows the Participant to send a custom email or text message with a payment link within a few seconds of a Customer interaction. Participant can create payments for multiple programs or services.
 - II. To ensure the Customer completes the payment, an automated or manual reminder can be triggered from the dashboard, allowing the Participant to track the life cycle of the payment.
 - III. A link to a PDF form with a payment message that sets an expiration date and time after which the payment link will be obsolete.
 - IV. Resending of payment requests. Depending on predefined settings, outstanding payment requests will automatically be resent Monday through Friday during pre-set hours.
 - V. Editing or cancellation of payment requests by Participants.
 - VI. Adding and managing users.
 - VII. Tracking of administrative changes to Prompt Pay, such as by viewing the activity history.
 - iii. Customer functionality includes:
 - I. Receipt of an email/text message that contains information specific to a Participant (i.e. contact details, invoice/permit number, description and amount).
 - II. Access to a link that directs to a secure payment page with a Participant-designed look.
 - III. Access to multiple payment methods (Payment Card, eCheck, or Gov2Go, if applicable), payment amount, and a description of the service being paid for.
 - IV. Payment receipts delivered to the Customer's device via email or SMS text message.
 - V. After payment, Customer is returned to a landing page of the

Participant's choice.

- iv. Participants can run the following reports, all of which have a bulk upload feature and a sortable table of results and can be exported to CSV:
 - I. Order ID
 - II. Unique Identifier
 - III. Confirmation Number
 - IV. Username
 - V. Service (if Participant has multiple services)
 - VI. Status of Payment Requests
 - VII. Total Payment Amount
 - VIII. Participant Amount
 - IX. Order Start & End Dates

7. Reporting and Query Requirements.

The Contractor shall deliver robust reporting and query tools that assist the Department and Participants with accounting and reconciling transactions. The reporting and query tools must permit the Department and Participants to select from a full array of delivered and ad hoc reports that can be tailored to fit individual needs and are downloadable.

7.1. On-Demand Reporting. The Contractor shall provide the following on-demand reporting options:

- a. Reports and queries that: 1) contain sufficient detail to reconcile payments (including, at a minimum, payee name and transaction ID); 2) are accessible through the Participant's business system (via a secure interface) or web browser; and 3) are available from 6:00 AM – 8:00 PM ET Monday – Friday.
- b. Intra-day reports that list all payments that have been made during a Business Day.
- c. Enrollment reports that include details of Customers that have enrolled to make payments through Gateway – Fully Hosted sites.
- d. Payment and settlement reports (which include details and statuses of settlements, chargebacks, refunds, and adjustments):
 - i. to the Department in a detailed hierarchical structure from the State to the Participant-Level (this does not include Local Government Participants),
 - ii. to the Participant in a detailed hierarchical structure from the Participant to the Participant-Level (which must include fifteen (15) Participant-defined fields), and
 - iii. to Participants in a format that gives the Participants the ability to filter by payment type, funding source, date, and Payment Channel.
- e. Ad hoc reporting and query capabilities:
 - i. for the Department in a detailed hierarchical structure from the State to the Participant-Level (this does not include Local Government Participants),
 - ii. for the Participant in a detailed hierarchical structure from the Participant to the Participant-Level (which must include fifteen (15) Participant-defined fields),

and

- iii. that gives Participants the capability to filter reports by specific date ranges (daily, weekly, monthly, quarterly, and annually).
- f. Provide the Department with custom reports (not available in the Core Platform), as requested (the first five (5) of which each Contract year will be at no charge).
- g. Ad hoc reports must be available for transfer using modern real-time APIs. The system or website through which reports are provided must be capable of restricting access to electronic reports and queries through role-based administrative rights and password protection and providing online access to detailed and summarized transaction data history for, at a minimum, the preceding twenty-four (24) months. The Contractor shall provide the Department with a report that lists all reports available to the Department and Participants (along with a description) and specifies the roles that can access the reports.

7.2. Quarterly, Semi-Annual, and Annual Reporting Requirements.

- a. **Contract Activity Report.** The Contractor shall provide a Contract activity report to the Department on a quarterly basis beginning after the first Participant Go-Live Date. This report must summarize the Contractor's activity for each Participant and contain the following information:
 - i. Participant's Name;
 - ii. Participant's Merchant ID;
 - iii. dollar volume by e-Payment Processing Option and Payment Card brand and type;
 - iv. number of transactions by Payment Card type and e-Payment Processing Option;
 - v. average ticket by Payment Card type and e-Payment Processing Option; and
 - vi. fees paid by e-Payment Processing Option, sorted by type (interchange, processor, convenience fees, etc.).
- b. **Performance and Scalability.** Using the following criteria, the Contractor shall quantify and report its performance and scalability measures to the Department within thirty (30) Calendar Days after the end of each quarter, unless another time period is indicated below:
 - i. Payment Card authorizations per hour.
 - A. For Mid-range volume, specify:
 - I. response time, and
 - II. processing duration.
 - B. For Peak volume, specify:
 - I. response time,
 - II. processing duration,
 - III. maximum number of Customers on the Contractor's interface,
 - IV. maximum volumes processed and authorized at one time, and
 - V. maximum anticipated volumes that can be processed and

authorized at one time, which must be projected annually on the Effective Date.

C. Latency at POS.

- ii.** Settled transactions per day.
- c. Interchange Categories and Rates.** Semi-annually, the Contractor shall provide the Department with analyses and comparisons of the following:
 - i.** Payment Card interchange categories for each Participant;
 - ii.** trends of previous interchange rates as compared to new rates; and
 - iii.** best practices to reduce interchange rates for each Participant.
- d. Fiscal Year Report.** By July 31st of each year, the Contractor shall provide the Department a report of all e-Payment transactions for the State's fiscal year (July 1 – June 30) for each Agency Participant that is sorted by payment type and includes convenience fee and processing fee information.
- e. SOC 2 Type 2 Report.** On a yearly basis, the Contractor shall provide the Department with secure website access to, or an electronic copy of, the Contractor's SOC 2 Type 2 report within sixty (60) Calendar Days after it's published by its independent auditors. The Contractor shall provide a follow-up on any outstanding items from its independent audit.
- f. Financial Statements.** On a yearly basis, the Contractor shall provide the Department with the Contractor's independently audited financial statements. The Contractor shall provide a follow-up on any outstanding items from its independent audit.

8. Support Services, Consultations, and Participant Training.

The Contractor shall provide the following support services, product and service consultations, and Participant training for e-Payment Processing Options:

- 8.1. Support Services.** The Contractor shall provide support services that include:
 - a.** designation of key personnel (i.e., a designated support team) assigned to the Contract, four (4) of whom shall be employed full-time in the Contractor's Tallahassee, Florida, office commencing 90 days after the Effective Date (and concluding upon the Department's subsequent award of e-Payment services to a new contractor), whose responsibilities include, at a minimum:
 - i.** issue resolution,
 - ii.** status updates,
 - iii.** new account coordination and set up,
 - iv.** provision of technical resources,
 - v.** requesting additional assistance when unexpected issues require assistance from personnel outside the designated support team,
 - vi.** initiation of implementation requests, and
 - vii.** resolution of payment processing and invoicing issues;

- b. at the Department's request, additional customer service/account managers during large system changes;
- c. real-time access to transaction details;
- d. reports to the Department and Participants that review and analyze the quality of support service activities;
- e. upon the Contractor's discovery of technical issues with an e-Payment Processing Option, alerts to the Department and Participants of the issues and, after resolution of the issues, provide the Department and Participants with an After-Action Report (description of the issue, description of the process and time for resolution, and steps for prevention of reoccurrence);
- f. the handling of all issues, incidents, and problems in accordance with mutually-agreed upon escalation or dispute resolution procedures, including the provision of a detailed communication plan to the affected parties;
- g. non-automated e-mail acknowledgement of all correspondence and inquiries pertaining to mission critical incidents (such as those regarding the direct reconciliation of a Participant's transactions and transfers to the settlement bank account or any other payment transaction involving the Contractor) within two (2) hours, including an estimated time of resolution; acknowledgement of all non-mission critical correspondence and inquiries received outside of Business Hours must be within two (2) hours after Business Hours resume;
- h. all correspondence and inquiries pertaining to mission critical incidents being addressed by the Contractor within one (1) Business Day of the original inquiry, all other inquiries being addressed by the Contractor within three (3) Business Days, and the Contractor's continued work with the Participant until each incident is resolved;
- i. the undertaking of any research request initiated by the Department's or Local Government Participant's designated staff members (whose names will be provided electronically to the Contractor);
- j. a self-help portal that accommodates support services; and
- k. weekly consultations with the Department to discuss outstanding issues, status of projects, and deliverables.

8.2. Product and Service Consultations. Product and service consultations shall include:

- a. notification to the Department of any Agency Participant request for additional services or modifications to existing services (the Contractor shall take no action regarding the Agency Participant's requested changes without prior authorization from the Department and shall notify the Department via e-mail of any request made by Department personnel other than those on the approved list);
- b. for additional services, new equipment, or modification to existing services, onsite consultations at the Department's request;
- c. informing the Department and Participants of efficiencies that may reduce expenses;

and

- d. informing the Department and Participants of new or advanced technology innovations.

8.3. Participant Training. Participant training shall include, at no expense to the Department or Participants:

- a. at the Department's request, the provision of training to the Department and Participants a maximum of six (6) times per year (this training may be accomplished via conference calls or webinars, may be scheduled by the Contractor or made available on demand, and shall be provided for all facets and areas of the e-Payment Processing Options);
- b. online training that allows Participants to utilize courses or training videos developed by the Contractor at the request of the Department, which must be available for use by Participants within thirty (30) Calendar Days of the Department's request, which may include a tracking tool for user progress and reporting of course completion;
- c. a program that keeps the Department and Participants informed and up-to-date on current Payment Card brand regulations, PCI data security standards, and State and federal e-Payment regulations;
- d. curriculum to meet the specific needs of each individual Participant;
- e. training on POS equipment and software installation and use; and
- f. a tutorial of the reporting tools.

9. Data and System Requirements.

9.1. Data Accuracy. The Contractor shall maintain an accuracy level of at least 99.9999% for all e-Payment transactions processed or transmitted. The measurement of data accuracy is accuracy of Participant-defined fields and payment attributes that Participants send to the Contractor (Data Accuracy). This means that fewer than .0001% of the transactions have a failure in Data Accuracy. The Contractor shall notify the Department upon discovery of any failure of Data Accuracy within five (5) Business Days and provide the Department with a monthly report containing failures by Participant, within thirty (30) Calendar Days after the last day of the month.

9.2. Contractor Systems Availability and Maintenance. The Contractor shall provide, without interruption, twenty-four (24) hours a day, seven (7) days a week, availability to process e-Payments, except as otherwise provided in this section.

- a. The Contractor shall ensure that the latency (i.e., round-trip time starting with the Contractor's receipt of a transaction request and ending with output of the result from the Contractor's system) for each transaction is, on average, less than or equal to five (5) seconds, for transactions performed for a Participant in a Processing Day. The

average will be calculated by dividing, for each Processing Day, the total time in seconds of all transactions for a Participant by the number of transactions for that Participant. The measurement of latency excludes Participant's systems. If the performance falls below this requirement, the Contractor shall restore the performance to the required level within eight (8) hours of notification from the Department or a Participant.

- b. The Contractor shall not perform routine or auxiliary maintenance at any time outside of its scheduled maintenance windows, which will be on a Sunday between the hours of 3:00 AM and 9:00 AM ET. The Contractor shall provide an annual calendar of scheduled auxiliary maintenance which may occur once per quarter. If the Contractor anticipates any downtime during routine and auxiliary maintenance, it shall provide notice to the Department no less than fourteen (14) Calendar Days prior to conducting such maintenance.
- c. In the event that the Contractor's routine or auxiliary maintenance windows change after execution of this Contract or a Participation Agreement, notice must be submitted to the Department and Participants in writing no less than (14) Calendar Days prior to the change, and the proposed window must not be during Business Hours. Such change will not require formal amendment to the Contract or Participation Agreement. Any other deployments (including system upgrades or software releases) outside of routine or auxiliary maintenance windows will be zero-downtime and occur as needed. Any deployments that will incur downtime will occur inside a routine or auxiliary maintenance window and be communicated as described above.
- d. The Contractor shall provide the Department and Participants with twelve (12) months' written notice for changes to technology or software (other than the Core Platform) that is utilized by Participants. Additionally, if the Contractor knows the technological changes are of a nature that will impact the Department's or Participants' applications, the notice must so indicate.

9.3. Data Management.

- a. The Contractor shall provide access to view processed transactions during the term of the Contract.
- b. At a Participant's request, Contractor shall provide up to one (1) year of Participant's historical data, including payment tokens, through a secure online data warehouse or in a format acceptable to the Participant. The historical data must be available for a period of one (1) year after expiration or termination of the Contract or termination of a Participation Agreement. The Contractor shall provide the historical data upon thirty (30) Calendar Days' request from the Department or Participant. Sensitive data will be encrypted in transit and at rest via a secure protocol agreed upon between the Department and the Contractor.

- 9.4. Participant Project Development and Testing Environment.** The Core Platform shall support a separate Participant user acceptance test environment that is uniquely accessible for each Participant. The test environment shall support functionality that substantially mirrors the production environment, including all external connections and firewalls. The Contractor shall support testing in phases that ensure operability and desired results in unit, system, and acceptance testing to meet targeted production dates. The Contractor shall also provide Participants with test Payment Cards for end to end transaction verification in the test environment. The Contractor shall provide eCheck test account information to use for verification to the gateway in the test environment.
- 9.5. Web Application Standards.** The Contractor shall use secure web application standards specific to web-based technology for application interface standards. The Contractor shall provide an annual certification letter, due on the anniversary of the first Go-Live Date, stating that its program interfaces use secure web application standards and the web application standards being utilized.
- 9.6. Programming Resources.** The Contractor shall provide any programming resources necessary to ensure that data files provided by the Contractor remain compatible with the Department's and Participants' systems.
- 9.7. Florida PALM.** The Department anticipates transitioning from the FLAIR system to the Florida PALM system during the term of the Contract. Any changes required during this process must be accommodated by the Contractor at no additional cost. The Contractor shall provide an estimated timeline within thirty (30) Calendar Days upon the Department providing specifications for implementation of Florida PALM for each Agency Participant.

10. Data Security Requirements.

The following requirements are in addition to the requirements set forth in Addendum B, Data Security Requirements.

- 10.1. Data Security.** The Contractor shall assist each Participant, including the Participant's third-party contractors, with utilizing security protocols that safeguard the confidentiality and integrity of information in compliance with PCI DSS. The Contractor shall operate and manage systems as follows:

- a. PCI DSS Certification and Compliance.** With regard to payment cardholder information transmitted and processed by the Contractor, a Service Provider, or a Subcontractor under this Contract, the Contractor shall ensure: 1) compliance with PCI DSS, Payment Card brand regulations, and State and federal laws; and 2) that the entity

responsible for safeguarding such data is PCI DSS certified. In addition, the Contractor shall: 1) maintain PCI DSS compliance and provide the PCI AOC to the Department within thirty (30) Calendar Days of its issuance; and 2) ensure that all e-Payment Processing Options are in compliance with PCI DSS.

- b. PCI Support Staff.** The Contractor shall provide support and compliance staff with experience with PCI requirements to assist the Department and Participants in complying with current and future PCI requirements. These services shall include, at a minimum:
 - i.** The Contractor's participation in PCI-related meetings and conference calls at the request of the Department or Participants.
 - ii.** Providing a PCI awareness program to educate and inform Participants of the critical nature of PCI.
 - iii.** Providing notification to the Department and Participants within thirty (30) Calendar Days of the Contractor becoming aware of any changes or clarifications to the PCI DSS.
- c.** The Contractor and each Participant understands and agrees to comply with PCI DSS and any amendments thereto. The Contractor and each Participant are responsible for the security of cardholder data in its possession. The Contractor and each Participant agree to maintain a list (the "PCI Responsibilities List") of which PCI DSS requirements are managed by the Participant and which requirements are the responsibility of the Contractor to include in the Contractor's PCI DSS reviews. Upon request, the Contractor and each Participant agrees to provide the others (in this case, also a requesting party) with written proof of its compliance with the PCI DSS. Participants shall be responsible for compliance with PCI DSS version 3.2 and any more current versions for any POS device, including, but not limited to, the maintenance, inspection, and training obligations set forth in PCI DSS Requirement 9.9.

10.2. Security Audit. Within thirty (30) Calendar Days after the anniversary of the Effective Date, and yearly thereafter, the Contractor shall provide the Department with one or more security audits conducted by a third party at the Contractor's expense. The security audits must include an evaluation of the Contractor's systems management and security. The audits shall also provide information on the following:

- a.** security and PCI DSS being applied;
- b.** list of Subcontractors and Service Providers responsible for security (not including independent contractors working for the Contractor solely in a staff augmentation role);
- c.** methods used to safeguard confidential data during collection, during transmission, and at rest (including authentication protocol);
- d.** data backup procedures and schedules; and

- e. data archiving and retrieval procedures, including methods used to periodically test these procedures.

10.3. Core Platform Security and Breach. The Contractor shall ensure that use of the Core Platform is restricted to authorized persons and have internal controls to monitor, detect, record, prevent, and minimize unauthorized activity. The Contractor shall notify the Department within twenty-four (24) hours of the discovery of any suspected unauthorized activity, and notify the Department and affected Participants of any verified unauthorized activity within four (4) hours of any Core Platform breaches of personal information (as defined in section 501.171, F.S., when used in this paragraph) that have occurred, any incident in which Confidential Information might have been exposed, or any compromise in the Contractor's ability to provide services under this Contract. The Contractor shall provide staff to monitor, respond, and assist in mitigating the Participants' liability in the event of a breach of security (as defined in section 501.171, F.S., when used in this paragraph).

- a. The Contractor is responsible for fulfilling the notification and reporting requirements placed on the Department by section 501.171, F.S. (the "Statutory Requirements"), at the Contractor's expense, in the event that the Contractor is responsible for a breach of personal information; the Contractor will be permitted to utilize notification methods permissible for the Department under such statute, such as substitute notification, when applicable. In the event that the Contractor is required to provide any notification, the Contractor must obtain prior written approval from the Department regarding the contents of the notice, which approval will not be unreasonably withheld, conditioned, or delayed. If the Contractor causes such breach of security of personal information, the Contractor will provide one (1) year of credit monitoring services to affected customers (the "Credit Monitoring Requirements"). The Department and Participants will work with Contractor to facilitate the Contractor's use of and reimbursement from its cyber liability insurance for such expenses.
- b. If at any time an Agency Participant believes that personal information has been compromised, it must notify the Department promptly.

10.4. Optional Methods of Protection. The Contractor shall make available the following options to Participants to protect Payment Card information and meet PCI DSS compliance mandates:

- a. **Truncation:** The ability to eliminate all digits of a Payment Card number except for the last four to six (4-6) digits.
- b. **Hashing:** The ability to transform Payment Card numbers into a shorter, fixed-length value.
- c. **Encryption:** The ability to transform Payment Card information, by applying

mathematically proven cryptographic methods, into unreadable data unless explicitly allowed.

- d. Tokenization:** The ability to replace persistent Payment Card information in applications and databases with a token that can only be exchanged with a Payment Card number when it is required at the time of transmission or upon authorization.

11. Disaster Recovery.

- 11.1. Disaster Recovery Plan.** Within thirty (30) Calendar Days of the Effective Date, the Contractor shall provide the Department with a disaster recovery plan that ensures business continuity for the Department and Participants. The Contractor shall provide the Department with an updated plan yearly thereafter. The plan must provide for full restoration of e-Payment Processing Options within six (6) hours of any disaster event and must include:
 - a.** a schedule of disaster recovery plan testing;
 - b.** Contractor, Service Provider, and Subcontractor roles and responsibilities;
 - c.** Participants' involvement in the testing;
 - d.** how Participants' data is secured in the event of a disaster;
 - e.** how the Department and Participants will be notified in the event of a disaster;
 - f.** a restoration timeline to include the ability to resume standard payment services within six (6) hours;
 - g.** how often Participant data is backed up and a data backup schedule; and
 - h.** a detailed annual report describing test results and remedies.
- 11.2. Key Managers.** The Contractor shall provide the names of at least two (2) key managers and their support staff whom the Department or Participants can contact during a disaster, along with their e-mail addresses and regular and emergency telephone numbers. Two (2) back-up contacts for each position shall also be provided. The Contractor shall notify the Department of any changes to these persons within ten (10) Business Days of the change.
- 11.3. Offsite Data Storage Facilities.** The Contractor shall have offsite data storage facilities that provide mirrored, redundant processing to support disaster transaction processing for e-Payments. The Contractor shall provide the locations of these facilities to the Department.
- 11.4. Updating Disaster Recovery Plans.** The Contractor shall update disaster recovery plans and provide the updates to the Department and Participants within sixty (60) Calendar Days of local, State, or federal laws, rules, or regulations that impact the disaster recovery plan.
- 11.5. Disaster Testing.** Deficiencies revealed in disaster testing shall be provided to the Department in a report showing that the deficiencies were resolved and changes implemented within thirty (30) Calendar Days of the test date. If testing reveals a possible

interruption of service or loss of data, changes shall be made within twenty-four (24) hours of identified deficiencies. The Department reserves the right to send personnel to observe disaster testing, at the State's expense.

12. Payment Provisions.

12.1. Invoicing and Compensation. The Contractor shall provide each Participant with a monthly invoice that contains the details of all charges for the services provided to the Participant that month. The Contractor shall invoice no later than the 30th of the following month. Other than in its capacity as a Participant or for ad hoc reports beyond the first five (5) requested in any Contract year, the Contractor shall not bill the Department for any services related to this Contract. Billing shall be available at each Merchant ID, terminal ID, or Participant-Level to enable the Participant to identify associated expenses. The compensation for this Contract is stated in Attachment 3, Price Response. All invoices must be in sufficient detail for a proper pre-audit and post-audit to be performed.

12.2. Expenses. The Contractor will not be compensated for any separate expenses or travel.

12.3. Fees and Fines.

a. Payment Card Organization Rules. For obligations identified in the Your Payment Acceptance Guide Responsibility Matrix (the "Matrix") in Section 15, below, as those for which the Participant is a, or the, responsible party, or for obligations identified in the PCI Responsibilities List for which the Participant is responsible, the Participant shall reimburse the Contractor for any fees or fines imposed on the Contractor by the Payment Card brands, directly or indirectly, for the Participant's failure to comply with any Payment Card Organization Rules or PCI DSS. However, if the fee or fine is incurred due to the Contractor's failure to meet its obligation as a responsible or consulted party under the Matrix, or its failure to meet its obligations under a PCI Responsibilities List, the Contractor will not be reimbursed. Further, if the Contractor's Service Providers have collected reimbursement for such fees directly from the Participant, the Contractor will not be reimbursed.

b. NACHA. Participants shall reimburse the Contractor for any fees or fines imposed on the Contractor by NACHA for the Participant's failure to comply with any NACHA rules.

c. Invoicing. The Contractor shall invoice the Participant for any fees assessed for non-compliance and provide supporting documentation. The Contractor shall also notify the Department in the event that any fees are imposed on an Agency Participant.

13. Deliverables.

The Contractor shall provide the following deliverables:

ITN # 1819-01 ITN TR
e-Payment Collection and Processing Services

<p>Deliverable No. 1: Completion of the Project. Due Date: March 31, 2021. Performance Standards: In accordance with Section 5.1, Initial Participant Transition (i.e., the Project). Financial Consequences: \$10,000.00 per Business Day that the Project remains uncompleted after June 22, 2021.</p>
<p>Deliverable No. 2: Project Closeout. Due Date: Upon completion of each Participant transition. Performance Standards: In accordance with Section 5.1.i., Project Closeout. Financial Consequences: \$100.00 per Business Day that the Project closeout summary is late.</p>
<p>Deliverable No. 3: Provision of the Core Platform. Due Date: Ongoing, upon first Go-Live Date. Performance Standards: In accordance with Section 4, Core Platform. Financial Consequences: If the Core Platform is not able to accept and process e-Payments for more than six (6) hours (the “grace period”) in a twenty-four (24) hour period, the Contractor will be assessed, per affected Participant, \$100.00 per hour thereafter that the Core Platform is not available until the Core Platform is available. The six (6) hour grace period does not reset until the Core Platform has been available for seven (7) Calendar Days as described in this Contract.</p>
<p>Deliverable No. 4: Latency of Core Platform. Due Date: Ongoing, commencing three (3) months after Go-Live Date for each Participant. Performance Standards: In accordance with Section 9.2.a, Contractor Systems Availability and Maintenance. Financial Consequences: If material performance degradation has not been restored within eight (8) hours of notification by the Department or a Participant, \$100.00 per Calendar Day per affected Participant.</p>
<p>Deliverable No. 5: Provision of User Acceptance Test Environment. Due Date: Ongoing, commencing three (3) months after the Effective Date. Performance Standards: In accordance with Section 9.4, Participant Project Development and Testing Environment. Financial Consequences: \$500.00 per Business Day for each Participant for which the test environment is unavailable.</p>
<p>Deliverable No. 6: Provision of Additional Participant Implementations and Transitions. Due Date: Ongoing. Performance Standards: In accordance with Section 5.2, Additional Participant Implementations and Transitions (Ongoing). Financial Consequences: At the Contractor’s expense, provision of a corrective action plan if a milestone in the Project Management Plan is missed. For Agency Participants, the corrective action plan must be submitted to the Agency Participant and Department and must be mutually agreed upon by the Agency Participant, Department, and Contractor. For Local Government Participants, the corrective action plan must be submitted to the Local Government Participant and must be mutually agreed upon by the Local Government Participant and the Contractor.</p>

<p>Deliverable No. 7: Provision of POS Equipment and Software. Due Date: Ongoing, upon first Go-Live Date. Performance Standards: In accordance with Section 6.2.c., POS. Financial Consequences: \$500.00 per Business Day, per affected Participant if the Contractor has not provided PCI DSS-compliant POS equipment and software or has not repaired or replaced equipment and software within the applicable time period set forth in Section 6.2.c.</p>
<p>Deliverable No. 8: Settle e-Payments into Participant’s Depository Account. Due Date: Ongoing, upon first Go-Live Date. Performance Standards: In accordance with Section 6.5, Payment Settlement. Financial Consequences: For each Banking Business Day the Contractor is unable to settle payments in accordance with the timeframes specified in Section 6.5, 1% of the average e-Payment receipts for each affected Participant for the portion delayed (based on the previous three (3) month’s average daily e-Payment receipt total for the affected Participant) per Banking Business Day that the settlement is delayed, plus lost interest earnings (with the lost interest earnings for Agency Participants being credited to the Department and lost interest calculated based on the one-year LIBOR rate).</p>
<p>Deliverable No. 9: Provision of Reporting and Query Tools. Due Date: Ongoing. Performance Standards: In accordance with Section 7, Reporting and Query Requirements. Financial Consequences: \$250.00 per Calendar Day that the Contractor's reporting and query tools are not available beginning forty-eight (48) hours after the Contractor is notified of the unavailability by the Department or a Participant.</p>
<p>Deliverable No. 10: Provision of Support Services. Due Date: Ongoing. Performance Standards: In accordance with Section 8.1, Support Services. Financial Consequences: If acknowledgement of a mission critical incident has not occurred within four (4) Business Hours of receipt or a mission critical incident has not been addressed within one (1) Business Day, \$250.00 per incident shall be assessed, with the assessment being credited to the entity that sent the correspondence or inquiry.</p>
<p>Deliverable No. 11: Provision of Consultations and Training. Due Date: Ongoing. Performance Standards: In accordance with Section 8.2, Product and Service Consultations, and Section 8.3, Participant Training. Financial Consequences: At the Contractor’s expense, provision of a corrective action plan if a requested consultation or training is not provided. The corrective action plan must be mutually agreed upon by the Department and Contractor.</p>
<p>Deliverable No. 12: Maintenance of Data Security and Provision of Security Audit. Due Date: Ongoing. Performance Standards: In accordance with Section 10.1, Data Security, and Section 10.2, Security Audit. Financial Consequences: \$5,000.00 per Business Day that the Contractor is out of compliance with PCI DSS.</p>

<p>Deliverable No. 13: Maintenance of Data Accuracy Level. Due Date/Review Cycle: Ongoing, upon first Go-Live Date. Performance Standards: In accordance with Section 9.1, Data Accuracy. Financial Consequences: For each Business Day that the monthly report is late, \$250.00. If the Contractor’s accuracy level falls below 99.9999% for two (2) or more consecutive months, \$1,000.00 per each .0001% below the required level, per each consecutive month after the first.</p>
<p>Deliverable No. 14: eCheck Returns and Payment Card Chargebacks, Refunds, and Adjustments. Due Date/Review Cycle: Ongoing, upon first Go-Live Date. Performance Standards: In accordance with Section 6.7, eCheck Returns and Payment Card Chargebacks, Refunds, and Adjustments. Financial Consequences: \$500.00 per affected Participant, per Business Day that the Contractor does not provide ACH return information or chargeback services for a period longer than one (1) Business Day.</p>
<p>Deliverable No. 15: Disaster Recovery Plan. Due Date/Review Cycle: Thirty (30) Calendar Days after Effective Date and yearly thereafter. Performance Standards: In accordance with Section 11, Disaster Recovery. Financial Consequences: \$250.00 per Business Day that the initial disaster recovery plan or yearly update thereto is late.</p>
<p>Deliverable No. 16: Provision of Optional Services. Due Date: Ongoing, upon implementation of an Optional Service. Performance Standards: In accordance with Section 6.8, Optional Services. Financial Consequences: At the Department’s request, the Contractor shall provide, at its expense, a corrective action plan if an Optional Service is unavailable for more than four (4) hours in a twenty-four (24) hour period. For Agency Participants, the corrective action plan must be submitted to the Agency Participant and the Department and must be mutually agreed upon by the Agency Participant, Department, and Contractor. For Local Government Participants, the corrective action plan must be submitted to the Local Government Participant and must be mutually agreed upon by the Local Government Participant and the Contractor. The Contractor shall assist the Department as needed with the correction of issues arising from the unavailability of the Optional Service.</p>
<p>Deliverable No. 17: Provision of Value-Added Services. Due Date: Ongoing, upon implementation of a Value-Added Service. Performance Standards: In accordance with Exhibit 1 to this Attachment 2, Statement of Work. Financial Consequences: If the Value-Added Service is not available for more than one (1) Business Day in a monthly billing period, the affected Participant’s monthly fee for the Value-Added Service will be reduced by 5% per Business Day that the Value-Added Service was unavailable.</p>

The financial consequences for Deliverable Nos. 4, 9, and 14 will not apply to events for which the financial consequence for Deliverable No. 3 is applied. Financial consequences for all deliverables

will be applied at the direction of the Department (if the affected Participant is an Agency Participant) or a Local Government Participant (if the affected Participant is the Local Government Participant), and, if at the direction of the Department, the Department will provide the Contractor a list of affected Agency Participants to be credited. In no event shall the Contractor be required to pay a financial consequence in excess of the Average Monthly Fees as a result of a single incident that causes a failure of one or more Deliverables. "Average Monthly Fees" means either a) the average monthly fees that the Contractor charged to Participants in the previous 12-month period, excluding pass-through fees (as identified on Attachment 3, Price Response), or b) \$500,000.00, whichever is greater.

For the avoidance of doubt, financial consequences will not be applied to the extent that the Contractor's failure to meet deliverable obligations and performance standards are due to: 1) a force majeure event, as described in Section 24, Force Majeure, Notice of Delay, and No Damages for Delay, of Attachment 4, PUR 1000; or 2) maintenance performed during the hours specified in Section 9.2, Contractor Systems Availability and Maintenance, above; or 3) an event caused by the Payment Card organizations; or 4) an event caused by a Participant or its other contractors.

14. Miscellaneous Contract Terms.

14.1. PUR 1000. The following provisions found in PUR 1000, available at http://dms.myflorida.com/business_operations/state_purchasing/documents_forms_references_resources/purchasing_forms, are not applicable to this Contract:

- a.** Section 2. Purchase Orders;
- b.** Section 3. Product Version;
- c.** Section 4. Price Changes Applicable only to Term Contracts, subsections (b), Best Pricing Offer, and (e), Equitable Adjustment;
- d.** Section 5. Additional Quantities;
- e.** Section 6. Packaging;
- f.** Section 8. Safety Standards;
- g.** Section 11. Transportation and Delivery;
- h.** Section 12. Installation;
- i.** Section 20. Limitation of Liability;
- j.** Section 22. Termination for Convenience;
- k.** Section 23. Termination for Cause;
- l.** Section 26. Purchase Order Duration;
- m.** Section 28. Assignment;
- n.** Section 30. Dispute Resolution;
- o.** Section 31. Employees, Subcontractors, and Agents;
- p.** Section 37. Notices; and

- q. Section 38. Leases and Installment Purchases.

14.2. Insurance.

- a. **Commercial Crime Insurance.** The Contractor, at its sole expense, shall maintain a Commercial Crime policy with a limit of \$10,000,000.00 per loss at all times during the duration of the Contract. Among other things, the Commercial Crime policy must insure against computer fraud. The policy must provide coverage against intentional acts in connection with the activities performed under the Contract.
- b. **E&O/Network Risk/Cyber Insurance.** The Contractor, at its sole expense, shall maintain Technology Errors and Omissions insurance and first-party Breach Notification Coverage, with a limit of \$10,000,000.00 per claim and in the aggregate, at all times during the duration of the Contract. The policy must cover negligent acts or omissions related to services performed under the Contract.

14.3. Performance Bond. The Contractor, at its sole expense, shall maintain an annual performance bond for the term of the Contract in the amount of \$10,000,000.00. The bond must guarantee the Contractor's performance in accordance with the terms set forth in the Contract and the Contractor's financial obligations and liabilities to the Department if an Event of Default (as defined in Attachment 1, Standard Terms and Conditions) occurs and the Event of Default is not cured to the Department's reasonable satisfaction within thirty (30) Calendar Days' after the Contractor was given written notice of the Event of Default. The Department must be named as the sole beneficiary of the bond. The Department must submit a bond claim with a written statement of the facts of the Event of Default by certified mail, which shall be paid directly to the Department under the terms of the bond. The performance bond must be issued by an entity authorized to issue the bond in the State. The Contractor shall not change, cancel, or alter the bond without express approval by the Department. The Contractor shall provide verification of the existence of the bond in writing, by providing a copy of the bond. The amount of the bond maintained by the Contractor will not be interpreted as limiting the Contractor's liability and obligations under the Contract and Participation Agreements. In the event that the bond is cancelled by the issuer for any reason, the Contractor shall immediately notify the Department of such cancellation and shall obtain a replacement that conforms to the requirements herein. The Contractor shall provide proof of such replacement within fifteen (15) Business Days after the cancellation.

15. Your Payment Card Acceptance Guide. The Contractor and Participants shall comply with the applicable provisions of the Sub-Merchant Processing Agreement's Your Payments Acceptance Guide as indicated in the Matrix below. The Contractor shall perform the below obligations to the extent the data, equipment, applications, and systems are within the Contractor's custody or control. Each Participant is fully responsible for the data, equipment, applications, and systems

in the Participant’s custody or control. The Department will be informed on all tasks associated with Agency Participants. To the extent that a Participant takes exception to a specific requirement in the Agency (or Local Government, as applicable) Participant Sub-Merchant Processing Agreement’s Your Payment Acceptance Guide that does not flow directly from the Payment Card Organization Rules, the Contractor shall work with its Service Providers and the Participant during implementation to establish a reasonable workaround that meets the Participant’s e-Payment processing needs.

Your Payment Acceptance Guide Responsibility Matrix		Contractor	Participant
Part I - Gives you information about preparing to accept transactions			
1	Use of Payment Organizations’ Brands	A/C	R/I
2	Point-of-Sale (POS) Reminders	A/C	R/I
3	Validating the Cards	A/C	R/I
4	Transaction Guidelines	A/C	R/I
5	Security	R/A/C	R/I
6	TransArmor Services	A/C	I
7	Debit Cards	A/C	R/I
8	Electronic Benefit Transfer (EBT) Transactions	Not Applicable	Not Applicable
Part II - Information about transaction types			
9	Authorizations	R/A/C	I
10	Special Types of Transactions	R/A/C	I
11	Sales Drafts	R/A/C	I
12	Refunds	R/C	R/A/I
13	Exchanges	Not Applicable	Not Applicable
14	Chargebacks, Retrievals and Other Debits	R/C	R/A/I
15	Suspect/Fraudulent Transactions	A/C	R/I
Part III – Gives you helpful information and guidelines for specific industries			
16	Lost/Recovered Cards	A/C	R/I
17	Retention of Records	A/C	R/I
18	Return of Equipment	A/C	R/I
19	Timeframes	R/A/C	I
20	Additional Provisions for Specific Industries	Not Applicable	Not Applicable
Appendices			
1	Additional Provisions for WEX and Voyager	Not Applicable	Not Applicable
2	Additional Provisions for American Express	R/A/C	I
3	Special Provisions for Discover Network	R/A/C	I
4	Special Provisions for PayPal	Not Applicable	Not Applicable

5	Special Provisions for Alipay	Not Applicable	Not Applicable
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Legend	
R	Responsible – The primary party(s) responsible for completing a task; more than one responsible party may be assigned to a task.
A	Accountable – The party ultimately answerable for a task, which includes “yes” or “no” authority; only one accountable party can be assigned to a task.
C	Consulted – The party that provides guidance and has expertise for a task.
I	Informed – The party(s) that needs to be informed and kept up-to-date on a task.

Attachment 3, Price Response

The following pricing is applicable through the initial term and renewal term(s) of the Contract.

Core e-Payment Platform and Optional and Related Services	Price	Unit
Credit and Debit Card Banking and Merchant Fees¹	Pass-Through Price ²	Percentage of Sales and Transaction
Core Platform, Payment Processing of All Payment Cards and eChecks/ACH via Online, Mobile, POS, IVR and Batch, and Optional and Related Services, including, but not limited to: <ul style="list-style-type: none"> - On-Site Executive and Resolution Team - Processing of e-Checks and ACH - Optional Services: AppEngine, Customer Database, Event Registration Portal, Gov2Go, OntheGo, and Prompt Pay - Administrative Features and Reporting - Integration Methods - Data Migrations - Initial and Ongoing Replacement of POS Equipment for State Participants in accordance with the Initial and Ongoing Equipment Fund - IVR System in accordance with the IVR Bank - Ad Hoc and Custom Reporting (5 Reports per Contract Year) - Online PCI Training for Department and Participants - Professional Services to Enable Payment Processing Capabilities on the Core Platform All services described in Attachment 2, Statement of Work, are included in this per transaction price, unless a specific price is identified elsewhere within this Price Response.	\$0.065/Transaction for Department of Transportation \$0.11/Transaction for All Other Agency Participants and Local Government Participants	Transaction
Elective Equipment and Services	Elective Price	Unit
POS Equipment to Own³ <ul style="list-style-type: none"> - MagTek DynaPad - MagTek DynaMag - MagTek uDynamo - MagTek iDynamo - FD40 EMV - CMP-20BTIU Printer - Ingenico Lane/3000 - Ingenico Lane/5000 - Ingenico Lane/7000 - Ingenico Lane/Deluxe 7000 	Pass-Through Price, Initially \$95.00/ Device ⁴ Pass-Through Price, Initially \$110.00/Device ⁴ Pass-Through Price, Initially \$90.50/Device ⁴ Pass-Through Price, Initially \$90.50/Device ⁴ Pass-Through Price, Initially \$295.00/Device ⁴ Pass-Through Price, Initially \$299.00/Device ⁴ Pass-Through Price, Initially \$389.39/Device ⁴ Pass-Through Price, Initially \$402.10/Device ⁴ Pass-Through Price, Initially \$564.00/Device ⁴ Pass-Through Price, Initially \$636.38/Device ⁴	Device
POS Equipment to Rent³ <ul style="list-style-type: none"> - MagTek DynaPad - MagTek DynaMag - MagTek uDynamo - MagTek iDynamo - FD40 EMV - Ingenico Lane/3000 - Ingenico Lane/5000 - Ingenico Lane/7000 - Ingenico Lane/Deluxe 7000 	\$10.00/Device/Month \$15.00/Device/Month \$10.00/Device/Month \$10.00/Device/Month \$30.00/Device/Month \$35.00/Device/Month \$35.00/Device/Month \$50.00/Device/Month \$55.00/Device/Month	Device/Month
Overnight Shipping of POS Equipment³	Pass-Through Price	As applicable
IVR System Minutes⁵	\$0.10/Minute	Minute
Early Warning Service	Pass-Through Price, Initially \$0.40/Transaction ⁴	Transaction

This document is confidential and exempt from public disclosure pursuant to the exemption for trade secrets found in section 624.4213, F.S.

eCheck Guarantee	Pass-Through Price, Initially 1% to 3% ⁴	Percentage of Sales/Service
Value-Added SaaS and Professional Services	Value-Added Price	Unit
Value-Added SaaS Services to enhance e-Payment Collection and Processing Services AppEngine for Non-Payment Forms Gov2Go for Non-Payment Reminders	\$3,750.00/month/Participant \$7,500.00/month/Participant	SaaS/Month/Participant or Transaction up to \$3.00
Value-Added Professional Services to enhance e-Payment Collection and Processing Services - Professional Services to Enable Value-Added SaaS Services - Professional Services for Custom Development - Professional Services to Provide Ad Hoc and Custom Reporting (Beyond 5 Reports per Contract Year)	Technical Lead \$252.00/Hour Project Manager \$216.00/Hour Developer/Mid \$189.00/Hour Developer/Junior \$126.00/Hour Tester/QA \$126.00/Hour Data Scientist \$270.00/Hour Data Analyst \$252.00/Hour Report Specialist \$157.50/Hour	Hourly (payable by Fixed Fee or Transaction up to \$3.00)

¹ Credit and Debit Card Banking and Merchant Fees are Service Provider fees charged to Contractor to process Mastercard, VISA, Discover, American Express, PayPal, and Debit/ATM. These fees include third party transactions (transactions that are passed directly to Third Party Services Providers for processing and/or funding), chargebacks/reversals (transactions that are challenged or disputed by a cardholder or card-issuing bank), adjustments (the amounts credited to, or deducted from, your account to resolve processing and billing discrepancies), and interchange and merchant fees categorized as other fees on the invoice (amount charged to authorize, process and settle card transactions, along with transaction-based and/or fixed amounts charged for specific card processing services).

² Pass-Through Price for Credit and Debit Card Banking and Merchant Fees will depend on the mix of services selected and used by Participants.

³ Agency Participants will be charged for POS Equipment to the extent that the State exceeds the initial equipment fund and the Ongoing Equipment Fund. All Local Government Participants will be charged for POS Equipment. For overnight delivery only, there is a separate shipping fee passed through at cost to the Participants.

⁴ NIC has provided baseline initial pricing for the Pass-Through Price based on pricing as it is today. Pass-Through Price is subject to change based on factors outside of NIC’s control. In the event of a change, NIC will notify the Department and Participants as soon as possible. The fees and descriptions on invoices received by Contractor from Subcontractors and/or Service Providers will match invoices provided to Participants for all Pass-Through Pricing.

⁵ Agency Participants will be charged for IVR minutes to the extent that the State exceeds the IVR Bank. All Local Government Participants will be charged for IVR minutes. If a credit, debit or eCheck transaction is conducted as part of the IVR session, the applicable Credit and Debit Card Banking and Merchant Fees and Transaction fees for the Core Platform will also apply to such transactions.

**DEPARTMENT OF FINANCIAL SERVICES
PUR 1000**

ATTACHMENT 4

**State of Florida
PUR 1000
General Contract Conditions**

Contents

1. Definitions.
2. Purchase Orders.
3. Product Version.
4. Price Changes Applicable only to Term Contracts.
5. Additional Quantities.
6. Packaging.
7. Inspection at Contractor's Site.
8. Safety Standards.
9. Americans with Disabilities Act.
10. Literature.
11. Transportation and Delivery.
12. Installation.
13. Risk of Loss.
14. Transaction Fee.
15. Invoicing and Payment.
16. Taxes.
17. Governmental Restrictions.
18. Lobbying and Integrity.
19. Indemnification.
20. Limitation of Liability.
21. Suspension of Work.
22. Termination for Convenience.
23. Termination for Cause.
24. Force Majeure, Notice of Delay, and No Damages for Delay.
25. Changes.
26. Renewal.
27. Purchase Order Duration.
28. Advertising.
29. Assignment.
30. Antitrust Assignment
31. Dispute Resolution.
32. Employees, Subcontractors, and Agents.
33. Security and Confidentiality.
34. Contractor Employees, Subcontractors, and Other Agents.
35. Insurance Requirements.

36. Warranty of Authority.
37. Warranty of Ability to Perform.
38. Notices.
39. Leases and Installment Purchases.
40. Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE).
41. Products Available from the Blind or Other Handicapped.
42. Modification of Terms.
43. Cooperative Purchasing.
44. Waiver.
45. Annual Appropriations.
46. Execution in Counterparts.
47. Severability.

1. Definitions. The definitions contained in s. 60A-1.001, F.A.C. shall apply to this agreement. The following additional terms are also defined:

- (a) “Contract” means the legally enforceable agreement that results from a successful solicitation. The parties to the Contract will be the Customer and Contractor.
- (b) “Customer” means the State agency or other entity identified in a contract as the party to receive commodities or contractual services pursuant to a contract or that orders commodities or contractual services via purchase order or other contractual instrument from the Contractor under the Contract. The “Customer” may also be the “Buyer” as defined in the PUR 1001 if it meets the definition of both terms.
- (c) “Product” means any deliverable under the Contract, which may include commodities, services, technology or software.
- (d) “Purchase order” means the form or format a Customer uses to make a purchase under the Contract (e.g., a formal written purchase order, electronic purchase order, procurement card, contract or other authorized means).

2. Purchase Orders. In contracts where commodities or services are ordered by the Customer via purchase order, Contractor shall not deliver or furnish products until a Customer transmits a purchase order. All purchase orders shall bear the Contract or solicitation number, shall be placed by the Customer directly with the Contractor, and shall be deemed to incorporate by reference the Contract and solicitation terms and conditions. Any discrepancy between the Contract terms and the terms stated on the Contractor’s order form, confirmation, or acknowledgement shall be resolved in favor of terms most favorable to the Customer. A purchase order for services within the ambit of section 287.058(1) of the Florida Statutes shall be deemed to incorporate by reference the requirements of subparagraphs (a) through (f) thereof. Customers shall designate a contract manager and a contract administrator as required by subsections 287.057(15) and (16) of the Florida Statutes.

- 3. Product Version.** Purchase orders shall be deemed to reference a manufacturer's most recently release model or version of the product at the time of the order, unless the Customer specifically requests in writing an earlier model or version and the contractor is willing to provide such model or version.
- 4. Price Changes Applicable only to Term Contracts.** If this is a term contract for commodities or services, the following provisions apply.
- (a) Quantity Discounts. Contractors are urged to offer additional discounts for one time delivery of large single orders. Customers should seek to negotiate additional price concessions on quantity purchases of any products offered under the Contract. State Customers shall document their files accordingly.
 - (b) Best Pricing Offer. During the Contract term, if the Customer becomes aware of better pricing offered by the Contractor for substantially the same or a smaller quantity of a product outside the Contract, but upon the same or similar terms of the Contract, then at the discretion of the Customer the price under the Contract shall be immediately reduced to the lower price.
 - (c) Sales Promotions. In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period. A Contractor shall submit to the Contract Specialist documentation identifying the proposed (1) starting and ending dates of the promotion, (2) products involved, and (3) promotional prices compared to then-authorized prices. Promotional prices shall be available to all Customers. Upon approval, the Contractor shall provide conspicuous notice of the promotion.
 - (d) Trade-In. Customers may trade-in equipment when making purchases from the Contract. A trade-in shall be negotiated between the Customer and the Contractor. Customers are obligated to actively seek current fair market value when trading equipment, and to keep accurate records of the process. For State agencies, it may be necessary to provide documentation to the Department of Financial Services and to the agency property custodian pursuant to Chapter 273, F.S.
 - (e) Equitable Adjustment. The Customer may, in its sole discretion, make an equitable adjustment in the Contract terms or pricing if pricing or availability of supply is affected by extreme and unforeseen volatility in the marketplace, that is, by circumstances that satisfy all the following criteria: (1) the volatility is due to causes wholly beyond the Contractor's control, (2) the volatility affects the marketplace or industry, not just the particular Contract source of supply, (3) the effect on pricing or availability of supply is substantial, and (4) the volatility so affects the Contractor that continued performance of the Contract would result in a substantial loss.
- 5. Additional Quantities.** For a period not exceeding ninety (90) days from the date of solicitation award, the Customer reserves the right to acquire additional quantities up to the

amount shown on the solicitation but not to exceed the threshold for Category Two at the prices submitted in the response to the solicitation.

- 6. Packaging.** Tangible product shall be securely and properly packed for shipment, storage, and stocking in appropriate, clearly labeled, shipping containers and according to accepted commercial practice, without extra charge for packing materials, cases, or other types of containers. All containers and packaging shall become and remain Customer's property.
- 7. Inspection at Contractor's Site.** The Customer reserves the right to inspect, at any reasonable time with prior notice, the equipment or product or plant or other facilities of a Contractor to assess conformity with Contract requirements and to determine whether they are adequate and suitable for proper and effective Contract performance.
- 8. Safety Standards.** All manufactured items and fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate State inspector. Acceptability customarily requires, at a minimum, identification marking of the appropriate safety standard organization, where such approvals of listings have been established for the type of device offered and furnished, for example: the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and/or National Electrical Manufacturers' Association for electrically operated assemblies; and the American Gas Association for gas-operated assemblies. In addition, all items furnished shall meet all applicable requirements of the Occupational Safety and Health Act and state and federal requirements relating to clean air and water pollution.
- 9. Americans with Disabilities Act.** Contractors should identify any products that may be used or adapted for use by visually, hearing, or other physically impaired individuals.
- 10. Literature.** Upon request, the Contractor shall furnish literature reasonably related to the product offered, for example, user manuals, price schedules, catalogs, descriptive brochures, etc.
- 11. Transportation and Delivery.** Prices shall include all charges for packing, handling, freight, distribution, and inside delivery. Transportation of goods shall be FOB Destination to any point within thirty (30) days after the Customer places an Order. A Contractor, within five (5) days after receiving a purchase order, shall notify the Customer of any potential delivery delays. Evidence of inability or intentional delays shall be cause for Contract cancellation and Contractor suspension.
- 12. Installation.** Where installation is required, Contractor shall be responsible for placing and installing the product in the required locations at no additional charge, unless otherwise designated on the Contract or purchase order. Contractor's authorized product and price list shall clearly and separately identify any additional installation charges. All materials used in the installation shall be of good quality and shall be free of defects that would diminish the appearance of the product or render it structurally or operationally unsound. Installation

includes the furnishing of any equipment, rigging, and materials required to install or replace the product in the proper location. Contractor shall protect the site from damage and shall repair damages or injury caused during installation by Contractor or its employees or agents. If any alteration, dismantling, excavation, etc., is required to achieve installation, the Contractor shall promptly restore the structure or site to its original condition. Contractor shall perform installation work so as to cause the least inconvenience and interference with Customers and with proper consideration of others on site. Upon completion of the installation, the location and surrounding area of work shall be left clean and in a neat and unobstructed condition, with everything in satisfactory repair and order.

13. Risk of Loss. Matters of inspection and acceptance are addressed in s. 215.422, F.S. Until acceptance, risk of loss or damage shall remain with the Contractor. The Contractor shall be responsible for filing, processing, and collecting all damage claims. To assist the Contractor with damage claims, the Customer shall: record any evidence of visible damage on all copies of the delivering carrier's Bill of Lading; report damages to the carrier and the Contractor; and provide the Contractor with a copy of the carrier's Bill of Lading and damage inspection report. When a Customer rejects a product, Contractor shall remove it from the premises within ten days after notification or rejection. Upon rejection notification, the risk of loss of rejected or non-conforming product shall remain with the Contractor. Rejected product not removed by the Contractor within ten days shall be deemed abandoned by the Contractor, and the Customer shall have the right to dispose of it as its own property. Contractor shall reimburse the Customer for costs and expenses incurred in storing or effecting removal or disposition of rejected product.

14. Transaction Fee. The State of Florida has instituted MyFloridaMarketPlace, a statewide eProcurement System ("System"). Pursuant to section 287.057(23), Florida Statutes (2002), all payments shall be assessed a Transaction Fee of one percent (1.0%), which the Contractor shall pay to the State, unless exempt pursuant to 60A-1.032, F.A.C.

For payments within the State accounting system (FLAIR or its successor), the Transaction Fee shall, when possible, be automatically deducted from payments to the Contractor. If automatic deduction is not possible, the Contractor shall pay the Transaction Fee pursuant to Rule 60A-1.031(2), F.A.C. By submission of these reports and corresponding payments, Contractor certifies their correctness. All such reports and payments shall be subject to audit by the State or its designee.

Contractor shall receive a credit for any Transaction Fee paid by the Contractor for the purchase of any item(s) if such item(s) are returned to the Contractor through no fault, act, or omission of the Contractor. Notwithstanding the foregoing, a Transaction Fee is non-refundable when an item is rejected or returned, or declined, due to the Contractor's failure to perform or comply with specifications or requirements of the agreement.

Failure to comply with these requirements shall constitute grounds for declaring the Contractor in default and recovering procurement costs from the Contractor in addition to all outstanding fees. **CONTRACTORS DELINQUENT IN PAYING TRANSACTION FEES MAY BE SUBJECT TO BEING REMOVED FROM THE DEPARTMENT OF**

MANAGEMENT SERVICES' VENDOR LIST AS PROVIDED IN RULE 60A-1.006, F.A.C.

- 15. Invoicing and Payment.** Invoices shall contain the Contract number, purchase order number if applicable, and the appropriate vendor identification number. The State may require any other information from the Contractor that the State deems necessary to verify any purchase order placed under the Contract.

At the State's option, Contractors may be required to invoice electronically pursuant to guidelines of the Department of Management Services. Current guidelines require that Contractor supply electronic invoices in lieu of paper-based invoices for those transactions processed through the system. Electronic invoices shall be submitted to the Customer through the Ariba Supplier Network (ASN) in one of the following mechanisms – EDI 810, cXML, or web-based invoice entry within the ASN.

Payment shall be made in accordance with sections 215.422 and 287.0585 of the Florida Statutes, which govern time limits for payment of invoices. Invoices that must be returned to a Contractor due to preparation errors will result in a delay in payment. Contractors may call (850) 413-7269 Monday through Friday to inquire about the status of payments by State Agencies. The Customer is responsible for all payments under the Contract. A Customer's failure to pay, or delay in payment, shall not constitute a breach of the Contract and shall not relieve the Contractor of its obligations to the Department or to other Customers.

- 16. Taxes.** The State does not pay Federal excise or sales taxes on direct purchases of tangible personal property. The State will not pay for any personal property taxes levied on the Contractor or for any taxes levied on employees' wages. Any exceptions to this paragraph shall be explicitly noted by the Customer in the special contract conditions section of the solicitation or in the Contract or purchase order.

- 17. Governmental Restrictions.** If the Contractor believes that any governmental restrictions have been imposed that require alteration of the material, quality, workmanship or performance of the products offered under the Contract, the Contractor shall immediately notify the Customer in writing, indicating the specific restriction. The Customer reserves the right and the complete discretion to accept any such alteration or to cancel the Contract at no further expense to the Customer.

- 18. Lobbying and Integrity.** Customers shall ensure compliance with Section 11.062, FS and Section 216.347, FS. The Contractor shall not, in connection with this or any other agreement with the State, directly or indirectly (1) offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for any State officer or employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or (2) offer, give, or agree to give to anyone any gratuity for the benefit of, or at the direction or request of, any State officer or employee. For purposes of clause (2), "gratuity" means any payment of more than nominal monetary value in the form of cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. Upon request of the Customer's Inspector General, or

other authorized State official, the Contractor shall provide any type of information the Inspector General deems relevant to the Contractor's integrity or responsibility. Such information may include, but shall not be limited to, the Contractor's business or financial records, documents, or files of any type or form that refer to or relate to the Contract. The Contractor shall retain such records for the longer of (1) three years after the expiration of the Contract or (2) the period required by the General Records Schedules maintained by the Florida Department of State (available at: <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/>). The Contractor agrees to reimburse the State for the reasonable costs of investigation incurred by the Inspector General or other authorized State official for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the State which results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to: salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for any costs of investigations that do not result in the Contractor's suspension or debarment.

19. Indemnification. The Contractor shall be fully liable for the actions of its agents, employees, partners, or subcontractors and shall fully indemnify, defend, and hold harmless the State and Customers, and their officers, agents, and employees, from suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to personal injury and damage to real or personal tangible property alleged to be caused in whole or in part by Contractor, its agents, employees, partners, or subcontractors, provided, however, that the Contractor shall not indemnify for that portion of any loss or damages proximately caused by the negligent act or omission of the State or a Customer.

Further, the Contractor shall fully indemnify, defend, and hold harmless the State and Customers from any suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to violation or infringement of a trademark, copyright, patent, trade secret or intellectual property right, provided, however, that the foregoing obligation shall not apply to a Customer's misuse or modification of Contractor's products or a Customer's operation or use of Contractor's products in a manner not contemplated by the Contract or the purchase order. If any product is the subject of an infringement suit, or in the Contractor's opinion is likely to become the subject of such a suit, the Contractor may at its sole expense procure for the Customer the right to continue using the product or to modify it to become non-infringing. If the Contractor is not reasonably able to modify or otherwise secure the Customer the right to continue using the product, the Contractor shall remove the product and refund the Customer the amounts paid in excess of a reasonable rental for past use. The customer shall not be liable for any royalties.

The Contractor's obligations under the preceding two paragraphs with respect to any legal action are contingent upon the State or Customer giving the Contractor (1) written notice of any action or threatened action, (2) the opportunity to take over and settle or defend any such action at Contractor's sole expense, and (3) assistance in defending the action at Contractor's sole expense. The Contractor shall not be liable for any cost, expense, or compromise incurred or made by the State or Customer in any legal action without the Contractor's prior written consent, which shall not be unreasonably withheld.

20. Limitation of Liability. For all claims against the Contractor under any contract or purchase order, and regardless of the basis on which the claim is made, the Contractor's liability under a contract or purchase order for direct damages shall be limited to the greater of \$100,000, the dollar amount of the contract or purchase order, or two times the charges rendered by the Contractor under the purchase order. This limitation shall not apply to claims arising under the Indemnity paragraph contain in this agreement.

Unless otherwise specifically enumerated in the Contract or in the purchase order, no party shall be liable to another for special, indirect, punitive, or consequential damages, including lost data or records (unless the contract or purchase order requires the Contractor to back-up data or records), even if the party has been advised that such damages are possible. No party shall be liable for lost profits, lost revenue, or lost institutional operating savings. The State and Customer may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them. The State may set off any liability or other obligation of the Contractor or its affiliates to the State against any payments due the Contractor under any contract with the State.

21. Suspension of Work. The Customer may in its sole discretion suspend any or all activities under the Contract or purchase order, at any time, when in the best interests of the State to do so. The Customer shall provide the Contractor written notice outlining the particulars of suspension. Examples of the reason for suspension include, but are not limited to, budgetary constraints, declaration of emergency, or other such circumstances. After receiving a suspension notice, the Contractor shall comply with the notice and shall not accept any purchase orders. Within ninety days, or any longer period agreed to by the Contractor, the Customer shall either (1) issue a notice authorizing resumption of work, at which time activity shall resume, or (2) terminate the Contract or purchase order. Suspension of work shall not entitle the Contractor to any additional compensation.

22. Termination for Convenience. The Customer, by written notice to the Contractor, may terminate the Contract in whole or in part when the Customer determines in its sole discretion that it is in the State's interest to do so. The Contractor shall not furnish any product after it receives the notice of termination, except as necessary to complete the continued portion of the Contract, if any. The Contractor shall not be entitled to recover any cancellation charges or lost profits.

23. Termination for Cause. The Customer may terminate the Contract if the Contractor fails to (1) deliver the product within the time specified in the Contract or any extension, (2) maintain adequate progress, thus endangering performance of the Contract, (3) honor any term of the Contract, or (4) abide by any statutory, regulatory, or licensing requirement. Rule 60A-1.006(3), F.A.C., governs the procedure and consequences of default. The Contractor shall continue work on any work not terminated. Except for defaults of subcontractors at any tier, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises from events completely beyond the control, and without the fault or negligence, of the Contractor. If the failure to perform is caused by the default of a

subcontractor at any tier, and if the cause of the default is completely beyond the control of both the Contractor and the subcontractor, and without the fault or negligence of either, the Contractor shall not be liable for any excess costs for failure to perform, unless the subcontracted products were obtainable from other sources in sufficient time for the Contractor to meet the required delivery schedule. If, after termination, it is determined that the Contractor was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Customer. The rights and remedies of the Customer in this clause are in addition to any other rights and remedies provided by law or under the Contract.

24. Force Majeure, Notice of Delay, and No Damages for Delay. The Contractor shall not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the Contractor or its employees or agents contributed to the delay and the delay is due directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the Contractor's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the Contractor. In case of any delay the Contractor believes is excusable, the Contractor shall notify the Customer in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) days after the cause that creates or will create the delay first arose, if the Contractor could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) days after the date the Contractor first had reason to believe that a delay could result. **THE FOREGOING SHALL CONSTITUTE THE CONTRACTOR'S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY.** Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages, other than for an extension of time, shall be asserted against the Customer. The Contractor shall not be entitled to an increase in the Contract price or payment of any kind from the Customer for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the Contractor shall perform at no increased cost, unless the Customer determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State or to Customers, in which case the Customer may (1) accept allocated performance or deliveries from the Contractor, provided that the Contractor grants preferential treatment to Customers with respect to products subjected to allocation, or (2) purchase from other sources (without recourse to and by the Contractor for the related costs and expenses) to replace all or part of the products that are the subject of the delay, which purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

25. Changes. The Customer may unilaterally require, by written order, changes altering, adding to, or deducting from the Contract specifications, provided that such changes are within the general scope of the Contract. The Customer may make an equitable adjustment in the Contract price or delivery date if the change affects the cost or time of performance. Such equitable adjustments require the written consent of the Contractor, which shall not be

unreasonably withheld. If unusual quantity requirements arise, the Customer may solicit separate bids to satisfy them.

26. Renewal. Upon mutual agreement, the Customer and the Contractor may renew the Contract, in whole or in part, for a period that may not exceed 3 years or the term of the contract, whichever period is longer. Any renewal shall specify the renewal price, as set forth in the solicitation response. The renewal must be in writing and signed by both parties, and is contingent upon satisfactory performance evaluations and subject to availability of funds.

27. Purchase Order Duration. Purchase orders issued pursuant to a state term or agency contract must be received by the Contractor no later than close of business on the last day of the contract's term to be considered timely. The Contractor is obliged to fill those orders in accordance with the contract's terms and conditions. Purchase orders received by the contractor after close of business on the last day of the state term or agency contract's term shall be considered void.

Purchase orders for a one-time delivery of commodities or performance of contractual services shall be valid through the performance by the Contractor, and all terms and conditions of the state term or agency contract shall apply to the single delivery/performance, and shall survive the termination of the Contract.

Contractors are required to accept purchase orders specifying delivery schedules exceeding the contracted schedule even when such extended delivery will occur after expiration of the state term or agency contract. For example, if a state term contract calls for delivery 30 days after receipt of order (ARO), and an order specifies delivery will occur both in excess of 30 days ARO and after expiration of the state term contract, the Contractor will accept the order. However, if the Contractor expressly and in writing notifies the ordering office within ten (10) calendar days of receipt of the purchase order that Contractor will not accept the extended delivery terms beyond the expiration of the state term contract, then the purchase order will either be amended in writing by the ordering entity within ten (10) calendar days of receipt of the contractor's notice to reflect the state term contract delivery schedule, or it shall be considered withdrawn.

The duration of purchase orders for recurring deliveries of commodities or performance of services shall not exceed the expiration of the state term or agency contract by more than twelve months. However, if an extended pricing plan offered in the state term or agency contract is selected by the ordering entity, the contract terms on pricing plans and renewals shall govern the maximum duration of purchase orders reflecting such pricing plans and renewals.

Timely purchase orders shall be valid through their specified term and performance by the Contractor, and all terms and conditions of the state term or agency contract shall apply to the recurring delivery/performance as provided herein, and shall survive the termination of the Contract.

Ordering offices shall not renew a purchase order issued pursuant to a state term or agency contract if the underlying contract expires prior to the effective date of the renewal.

- 28. Advertising.** Subject to Chapter 119, Florida Statutes, the Contractor shall not publicly disseminate any information concerning the Contract without prior written approval from the Customer, including, but not limited to mentioning the Contract in a press release or other promotional material, identifying the Customer or the State as a reference, or otherwise linking the Contractor's name and either a description of the Contract or the name of the State or the Customer in any material published, either in print or electronically, to any entity that is not a party to Contract, except potential or actual authorized distributors, dealers, resellers, or service representative.
- 29. Assignment.** The Contractor shall not sell, assign or transfer any of its rights, duties or obligations under the Contract, or under any purchase order issued pursuant to the Contract, without the prior written consent of the Customer. In the event of any assignment, the Contractor remains secondarily liable for performance of the contract, unless the Customer expressly waives such secondary liability. The Customer may assign the Contract with prior written notice to Contractor of its intent to do so.
- 30. Antitrust Assignment.** The Contractor and the State of Florida recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the State of Florida. Therefore, the contractor hereby assigns to the State of Florida any and all claims for such overcharges as to goods, materials or services purchased in connection with the Contract.
- 31. Dispute Resolution.** Any dispute concerning performance of the Contract shall be decided by the Customer's designated contract manager, who shall reduce the decision to writing and serve a copy on the Contractor. The decision shall be final and conclusive unless within twenty one (21) days from the date of receipt, the Contractor files with the Customer a petition for administrative hearing. The Customer's decision on the petition shall be final, subject to the Contractor's right to review pursuant to Chapter 120 of the Florida Statutes. Exhaustion of administrative remedies is an absolute condition precedent to the Contractor's ability to pursue any other form of dispute resolution; provided, however, that the parties may employ the alternative dispute resolution procedures outlined in Chapter 120.

Without limiting the foregoing, the exclusive venue of any legal or equitable action that arises out of or relates to the Contract shall be the appropriate state court in Leon County, Florida; in any such action, Florida law shall apply and the parties waive any right to jury trial.

- 32. Employees, Subcontractors, and Agents.** All Contractor employees, subcontractors, or agents performing work under the Contract shall be properly trained technicians who meet or exceed any specified training qualifications. Upon request, Contractor shall furnish a copy of technical certification or other proof of qualification. All employees, subcontractors, or agents performing work under the Contract must comply with all security and administrative requirements of the Customer and shall comply with all controlling laws and regulations

relevant to the services they are providing under the Contract. The State may conduct, and the Contractor shall cooperate in, a security background check or otherwise assess any employee, subcontractor, or agent furnished by the Contractor. The State may refuse access to, or require replacement of, any personnel for cause, including, but not limited to, technical or training qualifications, quality of work, change in security status, or non-compliance with a Customer's security or other requirements. Such approval shall not relieve the Contractor of its obligation to perform all work in compliance with the Contract. The State may reject and bar from any facility for cause any of the Contractor's employees, subcontractors, or agents.

33. Security and Confidentiality. The Contractor shall comply fully with all security procedures of the United States, State of Florida and Customer in performance of the Contract. The Contractor shall not divulge to third parties any confidential information obtained by the Contractor or its agents, distributors, resellers, subcontractors, officers or employees in the course of performing Contract work, including, but not limited to, security procedures, business operations information, or commercial proprietary information in the possession of the State or Customer. The Contractor shall not be required to keep confidential information or material that is publicly available through no fault of the Contractor, material that the Contractor developed independently without relying on the State's or Customer's confidential information, or material that is otherwise obtainable under State law as a public record. To insure confidentiality, the Contractor shall take appropriate steps as to its personnel, agents, and subcontractors. The warranties of this paragraph shall survive the Contract.

34. Contractor Employees, Subcontractors, and Other Agents. The Customer and the State shall take all actions necessary to ensure that Contractor's employees, subcontractors and other agents are not employees of the State of Florida. Such actions include, but are not limited to, ensuring that Contractor's employees, subcontractors, and other agents receive benefits and necessary insurance (health, workers' compensations, and unemployment) from an employer other than the State of Florida.

35. Insurance Requirements. During the Contract term, the Contractor at its sole expense shall provide commercial insurance of such a type and with such terms and limits as may be reasonably associated with the Contract. Providing and maintaining adequate insurance coverage is a material obligation of the Contractor. Upon request, the Contractor shall provide certificate of insurance. The limits of coverage under each policy maintained by the Contractor shall not be interpreted as limiting the Contractor's liability and obligations under the Contract. All insurance policies shall be through insurers authorized or eligible to write policies in Florida.

36. Warranty of Authority. Each person signing the Contract warrants that he or she is duly authorized to do so and to bind the respective party to the Contract.

37. Warranty of Ability to Perform. The Contractor warrants that, to the best of its knowledge, there is no pending or threatened action, proceeding, or investigation, or any other legal or financial condition, that would in any way prohibit, restrain, or diminish the Contractor's ability to satisfy its Contract obligations. The Contractor warrants that neither it

nor any affiliate is currently on the convicted vendor list maintained pursuant to section 287.133 of the Florida Statutes, or on any similar list maintained by any other state or the federal government. The Contractor shall immediately notify the Customer in writing if its ability to perform is compromised in any manner during the term of the Contract.

38. Notices. All notices required under the Contract shall be delivered by certified mail, return receipt requested, by reputable air courier service, or by personal delivery to the agency designee identified in the original solicitation, or as otherwise identified by the Customer. Notices to the Contractor shall be delivered to the person who signs the Contract. Either designated recipient may notify the other, in writing, if someone else is designated to receive notice.

39. Leases and Installment Purchases. Prior approval of the Chief Financial Officer (as defined in Section 17.001, F.S.) is required for State agencies to enter into or to extend any lease or installment-purchase agreement in excess of the Category Two amount established by section 287.017 of the Florida Statutes.

40. Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE). Section 946.515(2), F.S. requires the following statement to be included in the solicitation: "It is expressly understood and agreed that any articles which are the subject of, or required to carry out, the Contract shall be purchased from the corporation identified under Chapter 946 of the Florida Statutes (PRIDE) in the same manner and under the same procedures set forth in section 946.515(2) and (4) of the Florida Statutes; and for purposes of the Contract the person, firm, or other business entity carrying out the provisions of the Contract shall be deemed to be substituted for the agency insofar as dealings with such corporation are concerned." Additional information about PRIDE and the products it offers is available at <http://www.pridefl.com>.

41. Products Available from the Blind or Other Handicapped. Section 413.036(3), F.S. requires the following statement to be included in the solicitation: "It is expressly understood and agreed that any articles that are the subject of, or required to carry out, this contract shall be purchased from a nonprofit agency for the Blind or for the Severely Handicapped that is qualified pursuant to Chapter 413, Florida Statutes, in the same manner and under the same procedures set forth in section 413.036(1) and (2), Florida Statutes; and for purposes of this contract the person, firm, or other business entity carrying out the provisions of this contract shall be deemed to be substituted for the State agency insofar as dealings with such qualified nonprofit agency are concerned." Additional information about the designated nonprofit agency and the products it offers is available at <http://www.respectofflorida.org>.

42. Modification of Terms. The Contract contains all the terms and conditions agreed upon by the parties, which terms and conditions shall govern all transactions between the Customer and the Contractor. The Contract may only be modified or amended upon mutual written agreement of the Customer and the Contractor. No oral agreements or representations shall be valid or binding upon the Customer or the Contractor. No alteration or modification of the Contract terms, including substitution of product, shall be valid or binding against the Customer. The Contractor may not unilaterally modify the terms of the Contract by affixing

additional terms to product upon delivery (e.g., attachment or inclusion of standard preprinted forms, product literature, “shrink wrap” terms accompanying or affixed to a product, whether written or electronic) or by incorporating such terms onto the Contractor’s order or fiscal forms or other documents forwarded by the Contractor for payment. The Customer’s acceptance of product or processing of documentation on forms furnished by the Contractor for approval or payment shall not constitute acceptance of the proposed modification to terms and conditions.

43. Cooperative Purchasing. Pursuant to their own governing laws, and subject to the agreement of the Contractor, other entities may be permitted to make purchases at the terms and conditions contained herein. Non-Customer purchases are independent of the agreement between Customer and Contractor, and Customer shall not be a party to any transaction between the Contractor and any other purchaser.

State agencies wishing to make purchases from this agreement are required to follow the provisions of s. 287.042(16)(a), F.S. This statute requires the Department of Management Services to determine that the requestor’s use of the contract is cost-effective and in the best interest of the State.

44. Waiver. The delay or failure by the Customer to exercise or enforce any of its rights under this Contract shall not constitute or be deemed a waiver of the Customer’s right thereafter to enforce those rights, nor shall any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

45. Annual Appropriations. The State’s performance and obligation to pay under this contract are contingent upon an annual appropriation by the Legislature.

46. Execution in Counterparts. The Contract may be executed in counterparts, each of which shall be an original and all of which shall constitute but one and the same instrument.

47. Severability. If a court deems any provision of the Contract void or unenforceable, that provision shall be enforced only to the extent that it is not in violation of law or is not otherwise unenforceable and all other provisions shall remain in full force and effect.

ATTACHMENT 5
AGENCY PARTICIPATION
AGREEMENT BETWEEN

NIC SERVICES, LLC
and

This Participation Agreement, effective as of the date last signed below, is entered into between NIC Services, LLC (Contractor), and _____ (Participant), an Agency Participant, in accordance with the contract (No. TR227) entered into between the Contractor and the Department of Financial Services (Department), together with the attachments thereto (e-Payment Collection and Processing Services Contract).

I. PARTICIPATION TERMS AND CONDITIONS

- A. Capitalized terms used in this Participation Agreement, other than those specifically defined herein, have the meanings prescribed in the e-Payment Collection and Processing Services Contract’s Attachment 2, Statement of Work.
- B. By signing this Participation Agreement, the Participant and the Contractor agree to be bound by the terms of this Participation Agreement and the e-Payment Collection and Processing Services Contract in the performance of their obligations. By signing below, the Participant represents that a copy of the e-Payment Collection and Processing Services Contract has been provided or made available to it. The Participant further represents that it agrees to be bound by the terms of the Agency Participant Sub-Merchant Processing Agreement (No. TR226) as a Sub-Merchant and that it will comply with all of its obligations under that agreement.
- C. The Participant hereby authorizes the Contractor to share with the Department any and all information (excluding a Customer’s personally identifiable information) that the Contractor has or obtains pursuant to this Participation Agreement or the e-Payment Collection and Processing Services Contract.

II. PARTICIPANT’S INFORMATION

Any material provided by the Participant that is marked “Confidential” may only be used by the Contractor, Payment Card Organizations, or other necessary third parties to perform services under this Participation Agreement. At any reasonable time, the Contractor or any Payment Card Organization may audit the Participant’s records relating to this Participation Agreement.

III. FEES TO BE PAID TO CONTRACTOR

Pricing for the services provided hereunder is set forth in the e-Payment Collection and Processing Services Contract's Attachment 3, Price Response. In accordance with the terms set forth in the e-Payment Collection and Processing Services Contract, invoicing will occur monthly.

IV. EFFECTIVE DATE AND TERMINATION

- A. Unless terminated earlier by either party, this Participation Agreement will remain in full force and effect until the earlier of (i) termination, cancellation, or expiration of the e- Payment Collection and Processing Services Contract or (ii) any date provided here:
_____.
- B. Subject to the Department's approval, which must be obtained in accordance with the requirements of section 215.322, F.S., the Participant may terminate this Participation Agreement at any time by giving the Contractor ninety (90) days' written notice. The Participant may also terminate this Participation Agreement after a default by the Contractor, as provided in the e-Payment Collection and Processing Services Contract.

V. NOTICES AND REQUESTS

- A. See Section 40, Notices, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions, for details pertinent to the provision of "written notices" or notices "given in writing."
- B. Routine notices required by Addendum C, Selected Portions of the Contractor's BAFO, may be delivered by e-mail to the e-mail address specified in the addendum or, if not so specified therein, specified by the Contract Manager of the party receiving the notice.
- C. The Participant shall submit all requests for new services or POS equipment or supplies, for replacement POS equipment or supplies, or for short-term rental of POS equipment to the Department's Contract Manager via e-mail. If approved, the Department will initiate the request to the Contractor on behalf of the Participant.
- D. If the Participant has grounds for any claim, counterclaim, or dispute related to this Participation Agreement, it shall notify the Department so that the Department can proceed with the process outlined in Section 8, Dispute Resolution, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions. The Participant shall provide the Department with all information and assistance necessary to complete said process.
- E. The Participant shall copy the Department on all e-mails to the Contractor related to the

Participant's transition during the Project.

VI. MISCELLANEOUS PROVISIONS

- A. This Participation Agreement, incorporating the terms of both the e-Payment Collection and Processing Services Contract and the Agency Participant Sub-Merchant Processing Agreement, contains the entire understanding of the parties and supersedes any and all previous discussions, proposals, or agreements, if any, between the parties with respect to the subject matter hereof.
- B. This Participation Agreement may not be amended except by an instrument in writing signed by an authorized representative of each party.
- C. This Participation Agreement is binding on the parties and their successors and assigns.
- D. All implementation and testing will be completed prior to the Participant's Go-Live date, which will be specified on the Participant's Implementation Plan.
- E. In the event that the Contractor is liable for damages under the e-Payment Collection and Processing Services Contract that exceed the Contractor's cap on liability set forth in that contract, such damages will be paid out to the affected Participants proportionally based on the damages to each Participant as directed by the Department.
- F. The Participant's liability to the Contractor under this Participation Agreement is set forth in Section 15, Limitation of Liability, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions. The Participant's liability to Contractor's Service Providers under this Participation Agreement is set forth in Section 9, Warranties; Exclusion of Consequential Damages; Limitation on Liability, of the Agency Participant Sub-Merchant Processing Agreement.

VII. PARTICIPANT'S CONTRACT MANAGER

Changes to the name or contact information of the Contract Manager listed below will be made in accordance with Section 2.c., Contract Managers, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions.

Participant's Contract Manager:

Name _____
Address _____
City, State, Zip _____
Phone _____
Fax _____

_____ e-mail _____

VIII. PUBLIC RECORDS

The following information is provided in accordance with section 119.0701, F.S.:

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, F.S., TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THE PARTICIPATION AGREEMENT, CONTACT PUBLIC RECORDS AT:

Telephone: [Participant's public records phone number]
Email: [Participant's public records e-mail]
Mailing Address: [Participant's public records mailing address]

Participant's Name: _____

By: _____

Printed Name: _____

Title: _____

Date: _____

Contractor's Name: NIC Services, LLC _____

By: _____

Printed Name: _____

Title: _____

Date: _____

ATTACHMENT 6
LOCAL GOVERNMENT PARTICIPATION AGREEMENT
BETWEEN

NIC SERVICES, LLC
and

This Participation Agreement, effective as of the date last signed below, is entered into between NIC Services, LLC (Contractor) and _____ (Participant), a Local Government Participant, in accordance with the contract (No. TR227) entered into between the Contractor and the Department of Financial Services (Department), together with the attachments thereto (e-Payment Collection and Processing Services Contract).

I. PARTICIPATION TERMS AND CONDITIONS

- A. Capitalized terms used in this Participation Agreement, other than those specifically defined herein, have the meanings prescribed in the e-Payment Collection and Processing Services Contract's Attachment 2, Statement of Work.
- B. By signing this Participation Agreement, the Participant and the Contractor agree to be bound by the terms of this Participation Agreement and the e-Payment Collection and Processing Services Contract in the performance of their obligations, except as outlined in Section VII., Miscellaneous Provisions, below. By signing below, the Participant represents that a copy of the e-Payment Collection and Processing Services Contract has been provided or made available to it.
- C. By signing this Participation Agreement, the Participant and Contractor also agree to contemporaneously enter into the Local Government Participant Sub-Merchant Processing Agreement in substantially the same form included in Addendum C, Relevant Portions of the BAFO, with the Contractor's processor and the Sponsoring Bank.

II. PARTICIPANT'S INFORMATION

Any material provided by the Participant that is marked "Confidential" may only be used by the Contractor, Payment Card Organizations, or other necessary third parties to perform services under this Participation Agreement. At any reasonable time, the Contractor or any Payment Card Organization may audit the Participant's records relating to this Participation Agreement.

III. FEES TO BE PAID TO CONTRACTOR

Pricing for the services provided hereunder is set forth in the e-Payment Collection and Processing Services Contract's Attachment 3, Price Response. In accordance with the terms set forth in the e-Payment Collection and Processing Services Contract, invoicing will occur monthly.

IV. EFFECTIVE DATE AND TERMINATION

- A. Unless terminated earlier by either party, this Participation Agreement will remain in full force and effect until the earlier of (i) termination, cancellation, or expiration of the e-Payment Collection and Processing Services Contract or (ii) any date provided here:
_____.
- B. The Participant may terminate this Participation Agreement at any time by giving the Contractor ninety (90) Calendar Days' written notice. The Participant may also terminate this Participation Agreement after a default by the Contractor, as provided in the e-Payment Collection and Processing Services Contract.

V. NOTICES AND REQUESTS

- A. See Section 40, Notices, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions, for details pertinent to the provision of "written notices" or notices "given in writing."
- B. Routine notices required by Addendum C, Selected Portions of the Contractor's BAFO, may be delivered by e-mail to the e-mail address specified in the addendum or, if not so specified therein, specified by the Contract Manager of the party receiving the notice.
- C. If the Participant has grounds for any claim, counterclaim, or dispute related to this Participation Agreement, it shall notify the Department so that the Department can proceed with the process outlined in Section 8, Dispute Resolution, of the e-Payment Collection and Processing Services Contract's Attachment 1, Standard Terms and Conditions. The Participant shall provide the Department with all information and assistance necessary to complete said process.

VI. MISCELLANEOUS PROVISIONS

- A. This Participation Agreement, incorporating the terms of the e-Payment Collection and Processing Services Contract, contains the entire understanding of the parties and supersedes any and all previous discussions, proposals, or agreements, if any, between the parties with respect to the subject matter hereof.
- B. This Participation Agreement may not be amended except by an instrument in writing signed by an authorized representative of each party.
- C. This Participation Agreement is binding on the parties and their successors and assigns.
- D. All implementation and testing will be completed prior to the Participant's Go-Live Date, which will be specified on the Participant's Implementation Plan.
- E. In the event that the Contractor is liable for damages under the e-Payment Collection and Processing Services Contract that exceed the Contractor's cap on liability set forth in that contract, such damages will be paid out to the affected Participants proportionally based on the damages to each Participant as directed by the Department.

- F. The Participant’s liability under this Participation Agreement is set forth in Section 15, Limitation of Liability, of the e-Payment Collection and Processing Services Contract’s Attachment 1, Standard Terms and Conditions. The Participant’s liability to Contractor’s Service Providers under this Participation Agreement is set forth in Section 9, Warranties; Exclusion of Consequential Damages; Limitation on Liability, of the Local Government Participant Sub-Merchant Processing Agreement.
- G. Because the Participant is a Local Government Participant, the following terms and conditions of the e-Payment Collection and Processing Services Contract conflict with State law and do not apply to this Participation Agreement:

[The Participant should list each section of the Contract that conflicts with its governing law here and following that citation, provide a citation to the statute that governs or provide alternative language that resolves the conflict. For example, the Local Government Participant likely pays invoices in accordance with Part VII of chapter 218, F.S., instead of section 215.422, F.S.]

VII. PARTICIPANT’S CONTRACT MANAGER

Changes to the name or contact information of the Contract Manager listed below will be made in accordance with Section 2.c., Contract Managers, of the e-Payment Collection and Processing Services Contract’s Attachment 1, Standard Terms and Conditions.

Participant’s Contract Manager:

Name
Address
City, State, Zip
Phone
Fax
e-mail

VIII. PUBLIC RECORDS

The following information is provided in accordance with section 119.0701, F.S.:

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, F.S., TO THE CONTRACTOR’S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THE PARTICIPATION AGREEMENT, CONTACT PUBLIC RECORDS AT:

Telephone: [Participant’s public records phone number]
Email: [Participant’s public records e-mail]

Mailing Address: [Participant's public records mailing address]

**Participant's
Name:**

By:

Printed Name:

Title:

Date:

**Contractor's
Name:**

NIC Services, LLC

By:

Printed Name:

Title:

Date:

DEPARTMENT OF FINANCIAL SERVICES
Public Records Requirements
Addendum A

1. Public Records Access Requirements.

- a. If the Contractor is acting on behalf of the Department in its performance of services under the Contract (or a Participant under a Participation Agreement), the Contractor must allow public access to all documents, papers, letters, or other material, regardless of the physical form, characteristics, or means of transmission, made or received by the Contractor in conjunction with the Contract (or Participation Agreement) (Public Records), unless the Public Records are exempt from public access pursuant to section 24(a) of Article I of the Florida Constitution or section 119.07(1), F.S.
- b. The Department may unilaterally terminate the Contract if the Contractor refuses to allow public access to Public Records as required by law. A Participant may unilaterally terminate its own Participation Agreement if the Contractor refuses to allow public access to Public Records as required by law.

2. Public Records Requirements Applicable to All Contractors.

- a. For purposes of the Contract, the Contractor is responsible for becoming familiar with Florida's Public Records law, consisting of chapter 119, F.S., section 24(a) of Article I of the Florida Constitution, or other applicable state or federal law (Public Records Law).
- b. All requests to inspect or copy Public Records relating to the Contract or a Participation Agreement must be made directly to the Department or Participant, as applicable. Notwithstanding any provisions to the contrary, disclosure of any records made or received by the State in conjunction with the Contract or a Participation Agreement is governed by Public Records Law.
- c. If the Contractor has a reasonable, legal basis to assert that any portion of any records submitted to the Department or a Participant is confidential, proprietary, trade secret, or otherwise not subject to disclosure ("Confidential" or "Trade Secret") under Public Records Law or other authority, the Contractor must simultaneously provide the Department or Participant, as applicable, with a separate redacted copy of the records the Contractor claims as Confidential or Trade Secret and briefly describe in writing the grounds for claiming exemption from the Public Records Law, including the specific statutory citation for such exemption. The un-redacted copy of the records shall contain the Contract name and number, and shall be clearly labeled "Confidential" or "Trade Secret." The redacted copy of the records should only redact those portions of the records that the Contractor claims are Confidential or Trade Secret. If the Contractor fails to submit a redacted copy of records it claims are Confidential or Trade Secret, such action may constitute a waiver of any claim of confidentiality.
- d. If the Department or a Participant receives a Public Records request, and if records that have been marked as "Confidential" or "Trade Secret" are responsive to such request, the Department or Participant shall provide the Contractor-redacted copies to the requester. If a requester asserts a right to the portions of records claimed as Confidential or Trade Secret, the Department or Participant shall notify the Contractor that such an assertion has been made. It is the Contractor's responsibility to assert that the portions of records in question are exempt from disclosure under Public Records Law or other authority. If the Department or Participant becomes subject to a demand for discovery or disclosure of the portions of records the Contractor claims as Confidential or Trade Secret in a legal proceeding, the Department or Participant shall give the Contractor prompt notice of the demand, when possible, prior to releasing the portions of records the Contractor claims as Confidential or Trade Secret (unless disclosure is otherwise prohibited by applicable law). The Contractor shall be responsible for defending its determination that the redacted portions of its records are Confidential or Trade Secret. No right or remedy for damages against the Department or Participant arises from any disclosure made by the Department or Participant based on

the Contractor's failure to promptly legally protect its claim of exemption and commence such protective actions within ten days of receipt of such notice from the Department or Participant.

- e. If the Contractor claims that the records are "Trade Secret" pursuant to section 624.4213, F.S., and all the requirements of section 624.4213(1), F.S., are met, the Department or Participant will respond to the Public Records Request in accordance with the provisions specified in that statute.
- f. The Contractor shall ensure that exempt or confidential and exempt Public Records are not disclosed except as permitted by the Contract and any applicable Participation Agreement, or by Public Records Law.

3. Additional Public Records Duties of Section 119.0701, F.S., If Applicable.

If the Contractor is a "contractor" as defined in section 119.0701(1)(a), F.S., the Contractor shall:

- (1) Keep and maintain Public Records required by the Department or Participant to perform the service.
- (2) Upon request by the Department or a Participant, provide a copy of requested Public Records or allow the Public Records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in chapter 119, F.S., or as otherwise provided by law.
- (3) Ensure that Public Records that are exempt or confidential and exempt from Public Records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term (or for records related to a Participation Agreement, the Participation Agreement term) and following completion of the Contract (or Participation Agreement) if the Contractor does not transfer the Public Records to the Department (or Participant).
- (4) Upon completion of the Contract, transfer, at no cost, to the Department all Public Records in possession of the Contractor related to the Contract (and upon completion of a Participation Agreement, transfer to the Participant all Public Records related to the Participation Agreement) or keep and maintain Public Records required by the Department (or Participant) to perform the service. If the Contractor transfers all Public Records to the Department (or Participant) upon completion of the Contract (or Participation Agreement), the Contractor shall destroy any duplicate Public Records that are exempt or confidential and exempt from Public Records disclosure requirements. If the Contractor keeps and maintains Public Records upon completion of the Contract (or Participation Agreement), the Contractor shall meet all applicable requirements for retaining Public Records. Upon request from the Department's or Participant's custodian of Public Records, the Contractor must provide all Public Records stored electronically in a format specified by the Department or Participant as compatible with the information technology systems of the Department or Participant. These formatting requirements are satisfied by using the data formats as authorized in the Contract or Microsoft Word, Outlook, Adobe, or Excel, and any software formats the Contractor is authorized to access.

(5) IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, F.S., TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THE CONTRACT, CONTACT PUBLIC RECORDS AT:

Telephone: (850) 413-3149
Email: PublicRecordsInquiry@myfloridacfo.com
Mailing Address: **The Department of Financial Services
Office of the General Counsel, Public Records
200 E. Gaines Street, Larson Building
Tallahassee, Florida 32399-0311**

A Contractor who fails to provide the Public Records to the Department or Participant within a reasonable time may be subject to penalties under section 119.10, F.S.

4. Additional Covenants.

- a. Except as required pursuant to applicable law, the Department and Participants shall not disclose the Contractor's Confidential Information or information marked Confidential or Trade Secret to any third party.
- b. To the extent any State Data or Confidential Information of the Department or a Participant is required to be disclosed by the Contractor pursuant to applicable law or legal process, including pursuant to a subpoena, the Contractor will notify the Department or Participant, as applicable, to give the Department or Participant reasonable opportunity to protect such information, to the extent permitted by such law or legal process. Thereafter, the Contractor will be permitted to provide the information required by applicable law or legal process.

DEPARTMENT OF FINANCIAL SERVICES
Data Security Requirements

Addendum B

1. Data Security, Recovery, and Damages for Non-Performance.

1) Data Security. The Contractor and all Contractor Representatives (as defined in Attachment 1, Standard Terms and Conditions) shall comply with Rule Chapter 60GG-2, Florida Administrative Code (F.A.C.), which: contains information technology (IT) procedures; and 2) requires adherence to the Department's security policies in performance of this Contract and to the Participant's security policies in performance of a Participation Agreement. The Contractor shall provide immediate notice to the Department's Information Security Office (ISO), within the Office of Information Technology: 1) in the event it becomes aware of any security breach or any unauthorized transmission or loss of any or all of the data collected, created for, or provided by the Department or a Participant (State Data); and 2) of any allegation or suspected violation of Rule Chapter 60GG-2, F.A.C. Except as required by law or legal process, and, with respect to the Department's information, after notice to the Department (or, with respect to a Participant's information, to the Participant), the Contractor shall not divulge to third parties any Confidential Information obtained by the Contractor or Contractor Representatives in the course of performing Contract or Participation Agreement work according to applicable rules, including, but not limited to, Rule Chapter 60GG-2, F.A.C. "Confidential Information" means information in the possession or under the control of the state of Florida (State) (which includes Participants) or the Contractor that is exempt from public disclosure pursuant to chapter 119, Florida Statutes (F.S.), or to any other applicable provision of State or federal law that serves to exempt information from public disclosure. This includes, but is not limited to, the security procedures, business operations information, or commercial proprietary information. The Contractor will not be required to keep confidential any information that is publicly available through no fault of the Contractor, material that the Contractor developed independently without relying on the State's Confidential Information, or information that is otherwise obtainable under State law as a public record. If State Data will reside in the Contractor's system, the Contractor will conduct at the Contractor's expense, an annual network penetration test or security audit of the Contractor's system(s) on which State Data resides and will share the results with the State upon request.

b. Data Protection. No State Data will be transmitted, processed, or stored outside of the United States of America regardless of method, except as required by law. Access to the Department's State Data will only be available to staff approved and authorized by the Department that have a legitimate business need. Access to a Participant's State Data will only be available to staff approved and authorized by the Participant that have a legitimate business need. Access to State Data does not include remote support sessions for devices that might contain the State Data; however, during the remote support session the Contractor must escort the remote support access and maintain visibility of the support personnel's actions. Requests for remote access to the Department's systems will be submitted to the Department's Help Desk. Requests for remote access to a Participant's systems will be submitted to the Participant. With approval, third parties may be granted time-limited terminal service access to IT resources as necessary for fulfillment of related responsibilities. Remote connections are subject to detailed monitoring via two-way log reviews and the use of other tools. When remote access is no longer needed, the Department or Participant, as applicable, must be promptly notified and access will be promptly removed.

c. Encryption and Remote Access. The Contractor shall encrypt all data transmissions containing Confidential Information utilizing a protocol approved by the Department.

- d. Breach and Negligence. The Contractor agrees to protect, indemnify, defend, and hold harmless the Department and Participants from and against any and all costs, claims, demands, damages, losses, and liabilities arising from or in any way related to the Contractor's breach of this Section 1 or the negligent acts or omissions of the Contractor related to this addendum.
- e. Separate Security Requirements. Any Criminal Justice Information Services-specific and/or Health Information Portability and Accountability Act-specific security requirements are attached in a separate addendum, if applicable.
- f. Ownership of State Data. The Department's State Data will be made available to the Department upon its request, in the form and format reasonably requested by the Department. A Participant's State Data will be made available to the Participant upon its request, in the form and format reasonably requested by the Participant. Title to all of the Department's State Data will remain property of the Department and/or become property of the Department upon receipt and acceptance. Title to all of a Participant's State Data will remain property of the Participant and/or become property of the Participant upon receipt and acceptance. Notwithstanding the foregoing, for purposes of this Section 1.f, any fields used for authentication for services shall be excluded from the definition of State Data for security purposes. The Contractor shall not possess or assert any lien or other right against or to any State Data in any circumstances.

2. Data Access.

- a. Background Checks. All Contractor personnel, or Contractor Representative personnel, who will have direct query access to State Data will undergo the background checks described in Attachment 2, Statement of Work.
- b. Cooperation with the State and Third Parties. The Contractor agrees to cooperate with the following entities: (i) the State; (ii) the State's other contractors; (iii) the State's agents, including properly authorized governmental entities; (iv) the State's authorized third parties, such as technology staff under contract with the State; and (v) other properly authorized individuals who directly or indirectly access State Data on behalf of any of the entities listed in this section. The Contractor shall also provide reasonable access to the Contractor Representatives and the Contractor's Contract systems and facilities to these same entities, when reasonably requested by the Department or Participant, subject to reasonable security and access requirements of the Contractor. The Contractor agrees to impose these same requirements on all subcontractors performing the work of this Contract.

Available IVR Languages List

The Contractor will provide an IVR system with the following language capabilities available to Participants:

1. Arabic
2. Armenian
3. Bengali
4. Chinese Cantonese
5. Chinese Mandarin
6. English
7. Farsi
8. French
9. Laotian
10. Haitian
11. Haitian Creole
12. Hindi
13. Hmong
14. Italian
15. Japanese
16. Korean
17. Khmer
18. Pakistani
19. Polish
20. Portuguese
21. Russian
22. Spanish
23. Tagalog
24. Ukrainian
25. Vietnamese

STATE OF FLORIDA
DEPARTMENT OF FINANCIAL SERVICES

**E-PAYMENT COLLECTION AND PROCESSING
SERVICES**

Change Order Request

Expiration Date	Version	Date
MM/DD/20YY	1.0	12/06/2019

Table of Contents

1. Change Order Request Information	3
1.1 Contact Information / Resource Listing	3
1.2 Revision History	3
1.3 Glossary	3
2. RACI Diagram (Sample)	4
3. Change Request	5
3.1 Urgency of Change	5
3.2 Requesting Party	5
3.3 Change Impact	5
3.4 Description of Change	5
3.5 Test Plan Template	6
4. Timeline	7
5. Approvals	8
5.1 Acceptance of Delivery/Deployment Approvals.....	8
Appendix A: Payment Processing Application Setup Form	9
Change Order Request Information	9
Participant Accounting Contact Information	9
Participant Revenue Information (If different from concentration)	9
Information Provided by NIC for Payment Gateway (TPE).....	9

1. Change Order Request Information

1.1 Contact Information / Resource Listing

Department or Participant Name:	Phone:	E-mail:
Department Contact(s): Trisha Williams	Phone: 850-413-2752	Email: Trisha.Williams@myfloridacfo.com
Participant Contact(s): <insert by DFS>	Phone: <insert by DFS>	Email: <insert by DFS>
NIC Services Project Manager(s):	Phone:	Email:
NIC Services Director of Operations: Shawn Cain	Phone: (317) 306-1989	Email: scain@egov.com
NIC Services General Manager: Sloane Wright	Phone: (317) 965-2765	Email: sloane@egov.com
NIC Services Executive Director: Mukesh Patel	Phone: (813) 787-4329	Email: mukesh@egov.com

1.2 Revision History

Date	Name	Version	Section Updated	Notes
09/24/2019		1.0	All	Initial version reflecting discussions from in-person negotiation meeting on 9/20/2019.
10/1/2019		2.0		Updated based upon Department's suggestions.

1.3 Glossary

This document includes the following acronyms, abbreviations, and terms:

Acronym	Definition
Department	State of Florida, Department of Financial Services
NIC Project Team	Project team includes but not limited to PM, BA, Developers, QA, System Admins with involvement in Participant engagement
Participants	Has the meaning set forth in the New Contract
PM	Contractor's Project Manager
PMO	Contractor's Project Management Office
QA	Quality Assurance
RACI Diagram	Diagram displaying roles and responsibilities broken down in the following categories: Responsible, Accountable, Consulted, and Informed

2. RACI Diagram (Sample)

Step	Phase/Key Milestone	NIC	Participants	Department
1	Initiation/Requirements Workshops	R/A	R/A	C/I
2	Discovery/Baseline Requirements	R/A	R/A	C/I
3	Development/Task Order or Change Order	R/A	I	C/I
4	Development/Software Build	R/A	C/I	I
5	Development/QA	R/A	I	I
6	Development/UAT	C/I	R/A	I
7	Deployment/Completed Change Order Delivery	R/A	I	C/I
8	All Phases/Weekly Status	R/A	C/I	C/I

Role	Definition
R = Responsible	The party that is responsible for producing the deliverables or task.
A = Accountable	The party that is accountable for the deliverable or task.
C = Consulted	The party that must be consulted before a final decision can be made.
I = Informed	The party that must be informed after any final decision has been made.

3. Change Request

The following change reason has been identified by the Participant.

✓	Reason	Details/Notes
	Emergency Fix (Hot Fix)	
	Statutory Requirement	
	Business Need	
	Requirements Omission	
	Programming Error/Omission	
	Design Error/Omission	
	Special Initiative	
	Other	

3.1 Urgency of Change

✓	Urgency	Reason/Notes
	Low	
	Medium	
	High	

3.2 Requesting Party

✓	Requestor	Reason/Notes
	Participant	
	NIC	
	Department	
	Other	

3.3 Change Impact

✓	Impact	Reason/Notes
	Timeline	
	Cost	
	Other	

3.4 Description of Change

<Insert description of change here>

3.5 Test Plan Template

Test Function	Test Step	Expected Result	Pass/Fail

4. Timeline

The following are key milestones for this request. It is imperative that all parties review and agree to the timeline as presented. Any changes to this timeline following the signing of this document must be agreed to in writing by all parties.

Task ID	Task Name	Assigned To	Completion Date
1			MM/DD/YYYY
2			
3			

5. Approvals

5.1 Acceptance of Delivery/Deployment Approvals

I have read the above Change Order and will abide by its timelines and pledge my full commitment and support for the request.

Department Executive Sponsor:

Signature: _____

Date: _____

Print Name: _____

Participant Sponsor:

Signature: _____

Date: _____

Print Name: _____

NIC Project Manager:

Signature: _____

Date: _____

Print Name: _____

NIC Director of Operations:

Signature: _____

Date: _____

Print Name: _____

NIC General Manager:

Signature: _____

Date: _____

Print Name: Sloane Wright _____

Appendix A: Payment Processing Application Setup Form

Change Order Request Information

Project Manager Name:	
Application Name:	
Launch Date:	
Participant Funds Collected:	
Convenience Fee:	
Credit Card Transaction Fee:	
Fee paid by:	Choose an item.
eCheck Transaction Fee:	
Fee paid by:	Choose an item.
Item SKU:	
Refund Process:	Choose an item.
Return Process:	Choose an item.
Peak Transaction Periods:	
Number of Transactions Expected Annually:	

Participant Accounting Contact Information

Participant (Merchant) Name:	
Contact Person:	
Address:	
City, State, Zip Code:	
E-mail:	

Participant Revenue Information (If different from concentration)

Bank Name:	
Account Number:	
Routing Number:	
eCheck Bank Name:	
eCheck Account Number:	
eCheck Routing Number:	

Information Provided by NIC for Payment Gateway (TPE)

Credit Card Service Code:	
eCheck Service Code:	

STATE OF FLORIDA
DEPARTMENT OF FINANCIAL SERVICES

**E-PAYMENT COLLECTION AND PROCESSING
SERVICES**

Project Management Plan

Expiration Date	Version	Date
MM/DD/20YY	1.0	12/05/2019

Table of Contents

1. Project Information	3
1.1 Contact Information/Project Resource Listing	3
1.2 Revision History	3
1.3 Introduction	3
1.3.1 Purpose	3
1.3.2 Background	3
1.3.3 Project Approach	4
1.4 Goals and Objectives	4
1.4.1 Business goals and objectives	4
1.4.2 Project goals and objectives	4
2. Project	5
2.1 Scope	5
2.2 Costs, Benefits and Risks	5
2.3 Assumptions	6
2.4 Constraints	6
2.5 Business Case	7
2.6 Current Process	7
2.7 Project Products/Deliverable List	7
2.8 Quality Management Approach	8
2.9 Project Management Approach	8
3. Guiding Principles	12
4. Logs and Tracking	13
4.1 Risk Management Plan	13
4.2 Action Items, Decisions, and Tasks	13
4.3 Issues Log	13
5. Communication Plan	14
5.1 Communication Plan	14
5.2 Change and Issue Management Approach	14
5.3 Glossary	14

1. Project Information

1.1 Contact Information/Project Resource Listing

Department or Participant Name:	Phone:	Project Name:
Department Contact(s): Trisha Williams	Phone: 850-413-2752	Email: Trisha.Williams@myfloridacfo.com
NIC Services Project Manager(s): Khiara Morehouse	Phone: 317-538-2006	Email: Khiara.Morehouse@egov.com
NIC Services Director of Operations: Shawn Cain	Phone: (317) 306-1989	Email: scain@egov.com
NIC Services General Manager: Sloane Wright	Phone: (317) 965-2765	Email: sloane@egov.com
NIC Services Executive Director: Mukesh Patel	Phone: (813) 787-4329	Email: mukesh@egov.com

1.2 Revision History

Date	Name	Version	Section Updated	Notes
09/24/2019		1.0	All	Initial version reflecting discussions from in-person negotiation meeting on 9/20/2019.
10/03/2019		1.1	All	Updated based on Skype negotiation meeting on 10/02/2019.

1.3 Introduction

The state of Florida desires to provide e-Payment services to State agencies, the State’s judicial branch, and units of local government to allow them to accept Payment Cards and eChecks, as authorized by section 215.322, Florida Statutes (F.S.). This document is the Project Management Plan to be utilized to oversee the implementation of the new e-Payment Collection and Processing Services Contract (New Contract), which was entered into between the Department of Financial Services (Department) and NIC Services, LLC (Contractor), with the initial focus to be on the “as is” transfer of currently utilized services from the incumbent vendor under Contract No. TR175 (Expiring Contract). Capitalized terms used in this document but not defined herein shall have the respective meanings ascribed to such terms in the New Contract.

1.3.1 Purpose

The purpose of this Project Management Plan document is to identify the scope of the implementation for this Project and to help keep all parties on track to achieve a successful and on-time transition to the new Core Platform.

1.3.2 Background

This Project is open to both Agency Participants and Local Government Participants. However, this Project Management Plan is intended to manage the implementation of the Agency Participants to the new Core Platform. Each Participant will have a selection of e-Payment Processing Options to choose from with the Contractor. However, the transition will focus the scope on “as is” items first and then allow for the implementation of additional options if doing so does not jeopardize the overall timeline. The Expiring Contract expires on June 22, 2021, and the target for completion of the Project under the New Contract is March 31, 2021.

1.3.3 Project Approach

The Contractor agrees to leverage the Project Management Body of Knowledge (PMBOK) as the standard guide to manage the Project. As such, both parties recognize the numerous Participants or groups that will be managed and will therefore leverage the use of implementation phases. In order to properly plan for each implementation phase, there will be up-front tasks and deliverables needed from the onset of the engagement and on-going as described throughout this Project Management Plan in more detail. In addition, there will be dynamic aspects of this project that will be tracked and maintained in a dynamic reporting utility.

1.4 Goals and Objectives

The high-level goals and objectives for this Project Management Plan are to help facilitate a timely and controlled transition of Agency Participants to the new Core Platform.

1.4.1 Business goals and objectives

- Provide adequate and substantial e-Payment Processing Options to Participants to ensure they do not need to seek a separate contract to meet their payment processing requirements
- Achieve a simplified and easy to understand pricing structure
- Consolidate all e-Payment Processing Options down to a single Core Platform
- Gain knowledge and capture documentation to help define the services each Participant consumes, as well as the technical details on each implementation
- Deliver services that are modern, are simple, and make it easy for the constituency to interact with government
- Meet weekly with the Department to ensure that proper communication of each of the plan items is being delivered and actioned
- Complete transition of “as is” services for all current Participants by March 31, 2021

1.4.2 Project goals and objectives

- Leverage the new Core Platform to continue to drive digital government forward with the State
- Identify all Participants and their individual needs early in the process
- Hold, and achieve a high attendance for, initial townhall-style meeting for Participants
- Plan implementation phases to allow ample time for more complex integrations
- Start first wave of implementation tasks within the first 50 days after the New Contract Effective Date
- Ensure each Participant plays an active role in implementation and pre-production testing of all selected e-Payment Processing Options
- Help to simplify responsibilities associated with PCI requirements for each Participant
- Provide a platform to assist Participants in chargeback management, reporting/reconciliation, and day-to-day operations
- Be the best partner the State has ever had
- Complete transition of “as is” services for all current Participants by March 31, 2021

2. Project

2.1 Scope

As described in ITN 1819-01, the initial scope of this engagement consists of a transition from the current e-Payment processing vendor to a newly selected provider of e-Payment services under the New Contract. As such, there are approximately 20 State agency Participants and 95 other users (including local governments) that are leveraging the Expiring Contract and may want to transition to the new Core Platform.

Considering 115 entities are leveraging the Expiring Contract in varying capacities (currently not fully discovered), the transition effort to the New Contract is proposed to follow a phased implementation plan. Based on the Expiring Contract expiration date of June 2021, both parties to the New Contract are committed to completing the transition Project no later than March 31, 2021. This plan will account for approximately 5 implementation waves, each commencing on a rolling quarterly basis. Agency Participants will be placed into implementation waves based on conditions such as the complexity of transition from a discovery survey conducted by the Contractor at the onset of the engagement. Some implementations may last longer than 90 days, so it is important to front-load the discovery of the more complex engagements in the initial phases.

To streamline the approach and to help ensure all Participants can transition without interruption of service, the primary focus of transition implementation will be limited to “as is” or “like for like” services. Specifically, this would mean that the Contractor will hold a discovery session with each Participant to determine its current services and the e-Payment Processing Options it will require to replace the current offerings. However, if additional service requirements are discovered beyond the current “as is” scope, then they will be considered with the Department and accommodated if they do not impact the overall Project transition timeline.

Based on the dynamic nature of an implementation with potentially 115 Participants, the Contractor will leverage a reporting utility to track tasks, milestones, risks, supporting documents, and other artifacts related to the engagement. This will be a shared resource that will also be leveraged for weekly implementation review meetings between the Contractor and the Department.

2.2 Costs, Benefits and Risks

In accordance with the Project, Agency Participants will receive benefits beyond a traditional payment processing model. For example, the Contractor will provide four (4) Tallahassee-based resources who will be focused primarily on e-Payment processing for the State. With specific focus on the implementation effort, this team, in collaboration with other Contractor resources, will work with each Participant in an effort of business continuity to transition their existing services from the current provider to the Contractor.

All pricing for the Project is outlined in Attachment 3, Price Response. As a summary to the pricing attachment, the Contractor is providing implementation services at no cost to the Participants. These services will provide management of the transition and integration guidance for on-boarding to the Core Platform and selected options, as well as providing IVR solutions, web payment collections forms, data transfers, batch files, training on the Core Platform, reporting, and compliance with PCI requirements. In addition to implementation services, the Contractor has established an initial and annual equipment fund for Agency Participants, which will be made available to Agency Participants, with guidance from the Department. Along the same lines, a bank of 296,000 minutes for IVR transactions will be made available to Agency Participants each Contract year, as described in more detail in Attachment 2, Statement of Work, and Attachment 3, Price Response.

As with any project, the Contractor will work with each Participant on an individual basis to establish and identify any risks to the implementation and transition to the New Contract. These risks will be initially captured in the Project charter

documentation and then incorporated into the BRD and the selected online reporting utility in the form of a risk register and an issues/impediments log. Risks and issues will be tracked dynamically and available for each Participant and the Department to track in the online utility.

2.3 Assumptions

The initial scope of the Project is keenly focused on transition and implementation from the current e-Payment services provider to Contractor. These assumptions are intended to achieve business continuity for the Participants currently consuming e-Payment services through the Expiring Contract.

- Participants must execute a Participation Agreement in the form prescribed by the New Contract in order to transition to the New Contract
 - Agency Participants will execute a Participation Agreement within 30 days of the Effective Date
 - Local Government Participants must notify the Department and Contractor of their intent to utilize the New Contract within 60 days of the Effective Date in order to be transitioned by March 31, 2021
- Participants cannot make edits to the Participation Agreement or any other documents established in the New Contract
- Participants will work with the Contractor to complete the initial Discovery Survey within 2 weeks of execution of a Participation Agreement
- Participants will help to coordinate and attend their individual kick-off meetings and bring subject matter experts who understand the Participant's current process and the desired transition outcome
- Participants will assign a single point of contact that will act as a liaison for their implementation
 - If services cross multiple Participant-Levels, then Participants will assign an appropriate point of contact for each implementation
- Participants will remain engaged during the transition to ensure timelines are not missed
- The Contractor will not code or develop on a Participant owned/managed software system, but will provide best practices and implementation guidance to the Core Platform
- Participants agree that the first phase of the e-Payment services Project is to transition services for each Participant on an "as-is" basis to help ensure all Participants are successful in meeting their implementation timelines
 - e-Payment services that are not currently utilized by a Participant may not be included in the initial implementation scope but may be accommodated if it will not interrupt the transition timeline as a whole
- Agency Participants acknowledge that this engagement is managed by the Department
- Participants acknowledge that the Contractor will instruct Participants on PCI responsibilities based on the e-Payment Processing Options that are selected
- Participants will play an active role in testing e-Payment Processing Options as they are available and prior to production
 - Participants will also help provide necessary testing scenarios and information as the subject matter expert to ensure appropriate test cases are developed and implemented

2.4 Constraints

The most considerable constraint for the Project is timing. The Contractor and the Department share a common goal to have all Participants transitioned to the New Contract by March 31, 2021. As such, Participants will be selected for upcoming implementation phases and will work in a manner to minimize impacting timelines. This will include identifying e-Payment Processing Options up-front for each Participant and then determining the type of hardware, coding, or connectivity that may be required. If any risks are identified during the discovery process and beyond, then they will be recorded in the risk register. Likewise, the Contractor will maintain a dynamic Issues log and a register of Action Items, Decisions, and Tasks throughout the duration of the plan. This will allow for the flexibility of a roll-up plan, with the ability to drill down into a specific Participant engagement.

2.5 Business Case

The Contractor shall provide services and support to ensure completion of the Project, with minimal impact to the Participants' business systems, before March 31, 2021, for all Agency Participants and for all Local Government Participants that notify the Contractor of their desire to transition within 60 Calendar Days of the Effective Date.

As described in the scope, the transition from the Expiring Contract will not be a trivial effort and will be managed in implementation phases. The Department will be able to help facilitate communication with the Agency Participants but not the Local Government Participants. Therefore, the Contractor and the Department will work together to communicate to the existing Local Government Participants to notify them of the change of vendor and the e-Payment Processing Options and features of the New Contract.

For both groups of Participants (Agency and Local Government), a town hall will be organized and held to ensure that all Participants have timely information regarding the New Contract, transition timeline, options offered, upcoming discovery meetings, and points of contact.

As the Local Government Participants present a unique challenge in both location and autonomy, the Contractor will use commercially reasonable efforts to establish the town hall meetings for these Participants. This may include leveraging contacts provided by the Department for current Participants, the Florida Association of Counties, the Florida League of Cities, and the Florida Association of Special Districts. In addition, the Contractor may leverage a website or other materials to help ensure all current and future Participants have a central point of communication regarding the transition, e-Payment Processing Options, and features of the New Contract.

2.6 Current Process

This document is designed to serve as a template for managing the Project. The bulk of the content will be added during the discovery phase of the Project where the Contractor shall work with each Agency Participant and each Local Government Participant to capture their current processes, as well as the desired options that are available under the New Contract.

This document will initially be filled with a phased implementation plan in order to transition Participants who leverage the Expiring Contract. Based on the fixed timeline for transition and the unknown complexities of each Participant, the Contractor will implement a discovery process shortly after the Effective Date to better design a mapping of Participants to implementation waves. This process will provide for a better-defined implementation time, allotting more time to Participants with more complex integrations.

2.7 Project Products/Deliverable List

In general, each Participant (Agency and Local Government) will be invited to participate in a kick-off meeting and to complete and execute the following documents to facilitate the implementation and on-boarding process:

Document Type	Description	Frequency
Discovery Survey	This is a simple, form-based document that helps identify the types of e-Payment Processing Options, hardware, and reports the Participant is utilizing today to help plan for implementation phase placement.	
Participation Agreement	This is the contract vehicle that ties the Participant to the New Contract.	
Sub-Merchant Agreement	This is a four-party agreement between the Participant, the Contractor, First Data, and Wells Fargo to allow for e-Payment processing.	

Payment Processing Application Setup Form	This is a simple form that will allow the Participant to select the options it would like to leverage under the New Contract.	
Charter	This document will come before the BRD and is utilized to ensure the Participant and the Contractor are in sync with the requested services and deliverables.	
BRD	This is the business requirements document that will provide the necessary details to enable the transition and implementation of the selected e-Payment Processing Options for each Participant.	
Implementation Plan	This is a dynamic plan intended to provide action items, decisions, and tasks as related to the implementation of each Participant.	
Technical Summary	This document will capture the final technical configuration requirements.	
Project Closeout	This document will be utilized to memorialize the completion of the implementation and to capture lessons learned or best practices.	
Change Order	This document will be utilized to capture any change of scope from the initial BRD. This may include additional e-Payment Processing Options, change in depository account information, etc.	

2.8 Quality Management Approach

The quality of this Project Management Plan will be supported by each Participant engagement working through the documentation described in the section above. Each implementation is based on a core set of e-Payment Processing Options. From these options, the Contractor anticipates that each Participant will have unique requirements regarding the consumption of the selected options but that the general scope will not deviate into products or services not currently contemplated.

This series of documents will help to support a model of Initiate, Plan, Execute, Monitor/Control, and Close. This prescribed process will allow for each Participant implementation to be managed independently amongst the larger scope of work. Through each of the implementations, the Contractor and the Department will work together to identify adjustments or tweaks based on lessons learned and captured throughout the process.

The progress of each implementation will be recorded in a dynamic manner on an on-going basis. The Department and the Contractor will leverage the dynamic reporting each week to discuss the progress of current implementations, as well as any Risks, Issues/Impediments, Actions, Tasks or Decisions. It is likely that process improvements will be derived from these meetings and will adjust the reportable information being utilized in these meetings on a go-forward basis.

2.9 Project Management Approach

The Contractor agrees to leverage the Project Management Body of Knowledge (PMBOK) as the standard guide to manage the Project. As such, both parties recognize the numerous Participants or groups that will be managed and therefore will leverage the use of implementation phases. In order to properly plan for each implementation phase, there will be some up-front tasks and deliverables needed from the onset of the engagement and on-going as described below.

The following are key milestones for the Project. It is imperative that all Participants review and agree to the timeline as presented. In the spirit of a partnership, the entity in the “Assigned To” will likely be required to work with the other entities in-part to accomplish the task. For clarity, **this timeline is for Agency Participants**, and Local Government Participants will follow a different timeline. All references to “Days” within the table below are Calendar Days.

Task ID	Task Name	Assigned To	Duration to Start
1	Establish Contract Effective Date	Department	N/A

2	Hold initial in-person implementation approach discussion with Department (within 14 Calendar Days)	Contractor	Within 14 Days
3	Schedule town hall meeting to notify Participants of New Contract	Department	Within 30 Days
4	Implement initial version of dynamic reporting utility (Smartsheet) for visibility into impediments, progress, risks, and deliverables specific to each Participant	Contractor	Within 30 Days
5	Conduct Discovery Survey of Participants for implementation planning	Contractor	Within 45 Days
6	Deliver Participation Agreement to all Participants	Contractor	Within 45 Days
7	Develop draft BRD for all Participants	Contractor	Within 30 Days
8	Develop draft Implementation Plan for all Participants	Contractor	Within 30 Days
9	Start implementation Phase 1	Contractor	Within 50 Days
10	Schedule individual Discovery/Kick-Off meetings with first 5 Participants	Contractor	Within 50 Days
11	Start weekly status reporting to Department on transitions (after Phase 1 transitions commence)	Contractor	Within 60 Days
12	Deliver Payment Processing Application Setup Form to Phase 1 Participants	Contractor	Within 7 Days of Kick-Off meeting
13	Create implementation charter document for each Phase 1 Participant	Contractor	Within 7 Days of receiving Department approval
14	Finalize BRD for each Phase 1 Participant	Contractor	Within 60 Days of Phase Start
15	Finalize Project Implementation Plans for all remaining Participants	Contractor	Within 75 Days
16	Notify all remaining Participants of the phase in which they are scheduled to start	Department	Within 90 Days
17	Prepare/Distribute PCI Compliance materials needed for Participants in Phase 1	Contractor	Within 90 Days of Phase Start
18	Project Closeout for Phase 1 Participants	Contractor	Within 140 Days
19	Start implementation Phase 2	Contractor	Within 30 Days of Phase Start
21	Schedule individual Discovery/Kick-Off meetings with next set of Participants	Contractor	Within 30 Days of Phase Start
22	Start weekly status reporting to Department on transitions (after Phase 2 transitions commence)	Contractor	Within 30 Days of Phase Start
23	Deliver Payment Processing Application Setup Form to Phase 2 Participants	Contractor	Within 7 Days of Kick-Off meeting
24	Create implementation charter document for each Phase 2 Participant	Contractor	Within 7 Days of receiving Department approval
25	Finalize BRD for each Phase 2 Participant	Contractor	Within 60 Days of Phase Start
26	Prepare/Distribute PCI Compliance materials needed for Participants in Phase 2	Contractor	Within 90 Days of Phase Start
27	Project Closeout for Phase 2 Participants	Contractor	Within 120 Days of Phase Start
28	Start implementation Phase 3	Contractor	Within 30 Days of Phase Start
29	Schedule individual Discovery/Kick-Off meetings with set of Participants	Contractor	Within 30 Days of Phase Start
30	Start weekly status reporting to Department on transitions (after Phase 3 transitions commence)	Contractor	Within 30 Days of Phase Start

31	Deliver Payment Processing Application Setup Form to Phase 3 Participants	Contractor	Within 7 Days of Kick-Off meeting
32	Create implementation charter document for each Phase 3 Participant	Contractor	Within 7 Days of receiving Department approval
33	Finalize BRD for each Phase 3 Participant	Contractor	Within 60 Days of Phase Start
34	Prepare/Distribute PCI Compliance materials needed for Participants in Phase 3	Contractor	Within 90 Days of Phase Start
35	Project Closeout for Phase 3 Participants	Contractor	Within 120 Days of Phase Start
36	Start implementation Phase 4	Contractor	Within 30 Days of Phase Start
37	Schedule individual Discovery/Kick-Off meetings with set of Participants	Contractor	Within 30 Days of Phase Start
38	Start weekly status reporting to Department on transitions (after Phase 4 transitions commence)	Contractor	Within 30 Days of Phase Start
39	Deliver Payment Processing Application Setup Form to Phase 4 Participants	Contractor	Within 7 Days of Kick-Off meeting
40	Create implementation charter document for each Phase 4 Participant	Contractor	Within 7 Days of receiving Department approval
41	Finalize BRD for each Phase 4 Participant		Within 60 Days of Phase Start
42	Prepare/Distribute PCI Compliance materials needed for Participants in Phase 4	Contractor	Within 90 Days of Phase Start
43	Project Closeout for Phase 4 Participants	Contractor	Within 120 Days of Phase Start
44	Start implementation Phase 5	Contractor	Within 30 Days of Phase Start
45	Schedule individual Discovery/Kick-Off meetings with set of Participants	Contractor	Within 30 Days of Phase Start
46	Start weekly status reporting to Department on transitions (after Phase 5 transitions commence)	Contractor	Within 30 Days of Phase Start
47	Deliver Payment Processing Application Setup Form to Phase 5 Participants	Contractor	Within 7 Days of Kick-Off meeting
48	Create implementation charter document for each Phase 5 Participant	Contractor	Within 7 Days of receiving Department approval
49	Finalize BRD for each Phase 5 Participant	Contractor	Within 60 Days of Phase Start
50	Prepare/Distribute PCI Compliance materials needed for Participants in Phase 5	Contractor	Within 90 Days of Phase Start
51	Project Closeout for Phase 5 Participants	Contractor	Within 120 Days of Phase Start

The RACI chart below is intended to help summarize some of the major responsibilities between the parties:

Step	Phase/Key Milestone	NIC	Participants	Department
1	Initiation/Requirements Workshops	R/A	R/A	C/I
2	Discovery/Baseline Requirements	R/A	R/A	C/I
3	Development/Task Order or Change Order	R/A	I	C/I
4	Development/Software Build	R/A	C/I	I
5	Development/QA	R/A	I	I
6	Development/UAT	C/I	R/A	I
7	Deployment/Completed Project Delivery	R/A	I	C/I
8	All Phases/Weekly Project Status	R/A	C/I	C/I

Legend of RACI:

Role	Definition
R = Responsible	The party that is responsible for producing the deliverables or task.
A = Accountable	The party that is accountable for the deliverable or task.
C = Consulted	The party that must be consulted before a final decision can be made.
I = Informed	The party that must be informed after any final decision has been made.

3. Guiding Principles

This Project will be governed by the terms and conditions set forth in the New Contract.

In addition, the following will apply:

1. Each Participant will review the Business Requirements Document (BRD) developed after consultation with the Participant. Upon approval, the Participant will provide the required support identified within the BRD and the Participation Agreement to assist the Contractor in completing the Participant-assigned tasks as identified within this document.
2. The Contractor will assign a Project Manager, and back-up resources, to interface with the Department and Participants.
3. The Department and the Participant will assign appropriate resources, and a back-up, to interface with the Contractor.
4. The Contractor will be responsible for providing the Core Platform and support for the Core Platform, but it may require interaction from Participant's Subject Matter Experts (SMEs) for applications that are managed by in-house staff or third parties.
5. The Contractor will work with the Department and the Participant to develop a testing plan. It is the Participant's responsibility to provide business/program expertise to allow the Contractor to develop an accurate testing plan.
 - a. The testing plan will be based on the e-Payment Processing Options that are selected by the Participant.
 - b. Participants who opt for a Gateway - Non-Hosted solution will be required to help complete a test plan with knowledge of the non-hosted system.
 - c. Each test plan will include, at a minimum, test cases to demonstrate the acceptance of all accepted payment types from an end-user in an environment that closely mimics the functionality of production.
6. The Contractor and the Participant will complete all required testing, as according to the Project deadlines, prior to acceptance by the Participant and deployment to production.
7. Each Participant will review PCI-related guidance provided by the Contractor.
8. Participants may have to complete a self-assessment questionnaire or adhere to other requirements as defined by PCI DSS based on the types of e-Payment Processing Options selected.
9. Participants agree to never store Payment Card information under any circumstances.
10. Participants and the Contractor will focus on the transition of existing services prior to implementing new e-Payment Processing Options, Optional Services, or Value-Added Services.

4. Logs and Tracking

4.1 Risk Management Plan

The Contractor will maintain a Risk Management Plan for the duration of the Project. This plan will be maintained for each Participant, as well as capture the roll-up of all identified risks in a dynamic reporting tool. The below is a sample Risk Management Plan for a Participant. The roll-up will provide additional fields to identify the Participant(s) individually.

Risk ID #	Risk Name	Risk Description	Risk Status	Risk Impact	Risk Likelihood	Risk Mitigation	Risk Assignment
			Open Ongoing Closed	Insignificant (1) Minor (2) Moderate (3) Serious (4) Critical (5)	None/Slight (1) Not Likely (2) Likely (3) Highly Likely (4) Expected (5)		

4.2 Action Items, Decisions, and Tasks

The Contractor will maintain an Action Items, Decisions, and Tasks register for the duration of the Project. This register will be maintained for each Participant, as well as capture the roll-up of all identified Actions, Decisions, and Tasks in a dynamic reporting tool. The below is a sample register for a Participant. The roll-up will provide additional fields to identify the Participant(s) individually.

Action Items, Decisions, & Tasks	Due Date	Done	Assigned To	Comments

4.3 Issues Log

The Contractor will maintain an Issues Log for the duration of the Project. This log will be maintained for each Participant, as well as capture the roll-up of all identified issues in a dynamic reporting tool. The below is a sample log for a Participant. The roll-up will provide additional fields to identify the Participant(s) individually.

Issues	Target Resolution	Resolved	Assigned To	Comments
	<insert date>			

5. Communication Plan

This communication management plan defines the Project communications structure. It defines the required communications, content, timing, and audience.

5.1 Communication Plan

Communication	From	To	CC	Content Provided/Created By	Frequency	Delivery Media
Project Kick Off Meeting	Project Manager	Participant, NIC Project Team, Department	Director of Operations	Project Manager	Once (Initiation Phase)	Meeting
Business Requirements	BA	Participant, Department	Director of Operations, NIC Project Team,	BA	Once (Development/ Deploy Phase)	Email, Meeting
Project Status Reporting - Participant	Project Manager	Participant	Department	NIC Project Team	Weekly (throughout Project completion)	Email
Change Order	Project Manager	Participant, Department	NIC General Manager, Director of Operations	Project Manager	As needed	Email
Urgent Issues (escalated from Participant)	Department, Participant	Project Manager	Director of Operations, NIC General Manager, Department	Participant, Department	As needed	Email, Memos
Issue Updates/ Resolutions	Project Manager	Participant	Director of Operations, NIC Project Team, Department	Project Managers, NIC Project Team	As needed	Email
Training and Application Updates	Project Manager	Participant	Director of Operations, NIC Project Team, Department	Project Managers, NIC Project Team	As needed	Email
Project Closing	Project Manager	NIC General Manager, Director of Operations, Participant, Department	NIC Project Team	NIC Project Team, Director of Operations	As needed (Deployment/ Closing Phase)	Meeting
Project Status Reporting - Department	Project Manager	Department	NIC Project Team	Project Manager	Weekly	Meeting

5.2 Change and Issue Management Approach

Any changes that impact the scope, schedule, or resources of the Project Management Plan will be determined through a review process and must be agreed to in writing by the Department.

5.3 Glossary

This document includes the following acronyms, abbreviations, and terms:

Acronym	Definition
Department	State of Florida, Department of Financial Services
NIC Project Team	Project team includes, at a minimum, PM, BA, Developers, QA, System Admins with involvement in Participant engagement
BA	Contractor's Business Analyst

PM	Contractor's Project Manager
PMO	Contractor's Project Management Office
QA	Quality Assurance
RACI Diagram	Diagram displaying roles and responsibilities broken down in the following categories: R esponsible, A ccountable, C onsulted, and I nformed

STATE OF FLORIDA
DEPARTMENT OF FINANCIAL SERVICES

**E-PAYMENT COLLECTION AND PROCESSING
SERVICES**

Project Closeout Plan

Expiration Date	Version	Date
MM/DD/20YY	1.0	12/06/2019

Table of Contents

1. Project Information	3
1.1 Contact Information / Project Resource Listing	3
1.2 Revision History	3
2. Project Performance	4
2.1 Deliverables	4
2.2 Project Documentation	4
2.3 Project Lessons Learned	5
2.4 Project Successes and Contributors	5
2.5 Project Shortcomings, Cause and Actions	5
2.6 Post-Implementation Support	5
2.7 Implementation Issues Log	5
3. Approvals	6
3.1 Acceptance of Delivery Approvals	6

1. Project Information

1.1 Contact Information / Project Resource Listing

Department or Participant Name:	Phone:	Project Name:
Department Contact(s): Trisha Williams	Phone: 850-413-2752	Email: Trisha.Williams@myfloridacfo.com
Participant Contact(s): <insert by DFS>	Phone: <insert by DFS>	Email: <insert by DFS>
NIC Services Project Manager(s):	Phone:	Email:
NIC Services Director of Operations: Shawn Cain	Phone: (317) 306-1989	Email: scain@egov.com
NIC Services General Manager: Sloane Wright	Phone: (317) 965-2765	Email: sloane@egov.com
NIC Services Executive Director: Mukesh Patel	Phone: (813) 787-4329	Email: mukesh@egov.com

1.2 Revision History

Date	Name	Version	Section Updated	Notes
MM/DD/20YY		1.0	All	Initial Version

2. Project Performance

This section provides information on the project’s performance and will be used to help estimate and plan future similar projects.

	Baseline	Actual	Variance
End Date			MM/DD/YYYY

Schedule variance was due to the following factors:

- <insert factors>

2.1 Deliverables

The table below lists all deliverables associated with this project. This list was compiled from the Statement of Work, Participation Agreement, Business Requirements Documents, any Change Order Requests, and other informally agreed-upon deliverables. If the deliverable is still outstanding, this is noted with the text “Expected” and the date the deliverable is expected to be complete.

Deliverable	Delivery/Acceptance Date
Technical Configuration Documents	
Business Requirements Documents	
Participation Agreements	
User Guides	
Implementation Plans	
Integration Guides	
Lessons Learned	
Product Modifications, Upgrades, Enhancements	
Issue/Resolutions Identified	

2.2 Project Documentation

The table below contains all documentation created throughout this project and its current location.

Document Type	Document Name	Document Link / Location
Discovery Survey		
Participant Agreement		
Payment Processing Application Setup Form		
Charter		
BRD		
Implementation Plan		
Technical Summary		
Project Closeout		

Change Order(s)		
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2.3 Project Lessons Learned

The objective of this report is gathering all relevant information for better planning of later project stages and future projects, improving implementation of new projects, and preventing or minimizing risks for future projects.

2.4 Project Successes and Contributors

Success Description	Factors that Supported the Success
<insert description>	

2.5 Project Shortcomings, Cause and Actions

Shortcoming Description	Project Area	Suggestion Remediation	Assigned To	Due Date

2.6 Post-Implementation Support

This section identifies the post-implementation support activities after project-closeout.

Support Activity	Assigned To	Documentation Reference
Training		

2.7 Implementation Issues Log

The table below lists any issues presented during implementation.

Open Item	Severity	Mitigation	Resolution	Assigned To	Target Date

3. Approvals

3.1 Acceptance of Delivery Approvals

I have read the above Project Closeout Plan and will abide by its timelines and pledge my full commitment and support for the project.

Department Executive Sponsor:

Signature: _____ Date: _____

Print Name: _____

Participant Project Sponsor:

Signature: _____ Date: _____

Print Name: _____

NIC Project Manager:

Signature: _____ Date: _____

Print Name: _____

NIC Director of Operations:

Signature: _____ Date: _____

Print Name: _____

NIC General Manager:

Signature: _____ Date: _____

Print Name: Sloane Wright _____

AGENCY PARTICIPANT SUB-MERCHANT PROCESSING AGREEMENT

NIC Services, LLC (**Payment Facilitator**), First Data Merchant Services LLC (**Provider**), and Wells Fargo Bank, N.A. (**Bank**, and together with Provider, **Servicers**), will provide Agency Participant (**Sub-Merchant**) with certain Card processing services. Capitalized terms used in this Agreement are defined in Appendix 1.

The Department of Financial Services (**Department**) is entering into this agreement on behalf of all Agency Participants that elect to participate in the e-Payment Collection and Processing Services Contract (the **Master Contract**), which was entered into between the Department and Payment Facilitator, in order to accept payments by credit card, charge card, and debit card, as authorized by section 215.322, Florida Statutes (F.S.). **For the avoidance of doubt, the terms of this Agreement apply to each Agency Participant individually, and the Department is not subject to these terms except in its capacity as an Agency Participant.**

By entering into this Agency Participant Sub-Merchant Processing Agreement (the **Agreement**), Sub-Merchant agrees to comply with the (1) Network Rules as they pertain to Card information it receives through the Payment Facilitator service and (2) Your Payments Acceptance Guide to the extent applicable to Sub-Merchant. Servicers and Payment Facilitator understand and agree that Sub-Merchant and Payment Facilitator have entered into a shared responsibility model service agreement and in some cases, Payment Facilitator will be performing these compliance items on behalf of the Sub-Merchant. As between Sub-Merchant and Servicers, Sub-Merchant is still obligated to ensure compliance and Servicers will hold Sub-Merchant responsible for such performance.

1. Acceptance of Cards

Sub-Merchant agrees to comply with Your Payments Acceptance Guide, to the extent applicable to Sub-Merchant, and all Network Rules, as such may be changed from time to time. Sub-Merchant understands that Servicers may be required to modify Your Payments Acceptance Guide and the Agreement from time to time in order to comply with requirements imposed by the Networks. Servicers may change the Your Payment Acceptance Guide by providing Sub-Merchant with thirty (30) days' prior written notice of the change. Changes to this Agreement must be effectuated by a written amendment entered into between the parties. However, changes required by the Networks will be effective immediately or as required by the Networks, whichever is later.

In offering payment options to customers, Sub-Merchant will accept all types of Visa and/or MasterCard cards, including consumer credit and debit/check cards and commercial credit and debit/check cards. If Sub-Merchant chooses to limit the types of cards it accepts, it must comply with Network Rules and display appropriate signage to indicate acceptance of the limited acceptance category selected.

For recurring transactions, Sub-Merchant must obtain a written request or similar authentication from Sub-Merchant's customer for the goods and/or services to be charged to the customer's account, specifying the frequency of the recurring charge and the duration of time during which such charges may be made.

2. Settlement

Upon Servicers' receipt of the Transaction Data for Card transactions, Servicers will process the Transaction Data to facilitate the funds transfer from the various Networks for the Card sales. After Servicers receive credit for such Transaction Data, subject to Servicers' other rights under this Agreement, Servicers will provide provisional credit to Sub-Merchant's Settlement Account, which is subject to adjustment as provided by this Agreement and the Network Rules.

Sub-Merchant must not submit transactions for payment until the services are performed. If the Cardholder disputes being charged for merchandise or services before receiving them, a Chargeback may result.

3. Chargebacks

Chargebacks can be received for a number of reasons. The following are some of the most common reasons for Chargebacks: (1) a refund is not issued to a customer upon the return or non-delivery of goods or services; (2) an authorization/approval code was required and not obtained; (3) the Transaction was allegedly fraudulent; (4) the customer disputes the Card sale or the signature on the sale documentation or claims that the sale is subject to a set-off, defense, or counterclaim; or (5) the customer refuses to make payment for a Card sale because, in the customer's good faith opinion, a claim or complaint has not been resolved or has been resolved but in an unsatisfactory manner. Chargebacks shall be debited from Sub-Merchant's Settlement Account.

4. Fees

Sub-Merchant will pay Payment Facilitator as set forth in the Master Contract. For the avoidance of doubt, Sub-Merchant will not pay any fees to Servicers for their services under this Agreement. Payment Facilitator will pay Servicers in accordance with the Payment Facilitator Addendum to the Bankcard Addendum to the Master Services Agreement among Payment Facilitator and Servicers (**PFAC Agreement**).

5. Reserve *[Intentionally omitted]*

6. Financial Information

Sub-Merchant will promptly provide Servicers with its Comprehensive Annual Financial Report upon request. Further, upon request, Sub-merchant will provide financial statements or other information requested by legal and regulatory authorities or the Networks. Sub-Merchant will also provide other information concerning Sub-Merchant's compliance with the terms and provisions of this Agreement as Servicers may reasonably request.

7. Data Security and Privacy

In the event that Sub-Merchant receives Card information (such as the cardholder's account number, expiration date, and CVV2) in connection with the processing services provided under this Agreement, Sub-Merchant agrees that it will not use Card information for any fraudulent purpose or in violation of any Network Rules, including but not limited to Payment Card Industry Data Security Standards (**PCI DSS**) or applicable law. If at any time Sub-Merchant believes that Card information has been compromised, Sub-Merchant must notify Provider and Payment Facilitator promptly, and Sub-Merchant and Payment Facilitator must provide notice to the proper parties in accordance with the Master Contract's Attachment 2, Statement of Work, Section 10.3, Core Platform and Security Breach. Sub-Merchant must ensure Sub-Merchant's compliance, and that of any third party service provider utilized by Sub-Merchant, with all security standards and guidelines that are applicable to it and published from time to time by Visa, MasterCard, or any other Network, including, without limitation, the Visa U.S.A. Cardholder Information Security Program (**CISP**), the MasterCard Site Data Protection (**SDP**), and (where applicable), the PCI Security Standards Council, Visa, and MasterCard PA-DSS (**Payment Application Data Security Standards**) (collectively, the **Security Guidelines**). If any Network requires an audit of Sub-Merchant due to a data security compromise event or suspected event, Sub-Merchant agrees to cooperate with such audit. Sub-Merchant may not use any Card information other than for the sole purpose of completing the Transaction authorized by the customer for which the information was provided to Sub-Merchant or as specifically allowed by Network Rules, Your Payments Acceptance Guide, or required by law.

8. Term; Events of Default

This Agreement shall be in effect upon signing by all parties and shall remain effective through termination of the Master Contract.

If any of the following events shall occur (each an **Event of Default**):

- (i) a material adverse change in Sub-Merchant's financial condition; or
- (ii) irregular Card sales by Sub-Merchant, excessive Chargebacks (as determined by the Networks), noncompliance with any applicable data security standards, as determined by Servicers, of any Network, or

any other entity, or an actual or suspected data security breach, or any other circumstances which, in Servicer's sole discretion, may increase Servicer's exposure for Sub-Merchant's Chargebacks or otherwise present a financial or security risk to Servicers; or

- (iii) any of Sub-Merchant's conditions, covenants, obligations, or representations or warranties in this Agreement are breached in any material respect or are incorrect in any material respect when made or deemed to be made; or
- (iv) Sub-Merchant shall file a petition or have a petition filed by another party under the Bankruptcy Code or any other laws relating to bankruptcy, insolvency or similar arrangement for adjustment of debts; consent to or fail to contest in a timely and appropriate manner any petition filed against Sub-Merchant in an involuntary case under such laws; apply for or consent to, or fail to contest in a timely and appropriate manner, the appointment of, or the taking of possession by, a receiver, custodian, trustee or liquidator of itself or of a substantial part of its property; or make a general assignment for the benefit of creditors; or take any corporate action for the purpose of authorizing any of the foregoing; or
- (v) a violation by Sub-Merchant of any applicable law or Network Rule or Servicers' reasonable belief that termination of this Agreement or suspension of services is necessary to comply with any law, including without limitation the rules and regulations promulgated by the Office of Foreign Assets Control of the US Department of the Treasury, or Sub-Merchant's breach, as determined by Servicers, of its requirement to comply with all applicable laws

then, upon the occurrence of (1) an Event of Default specified in subsections (ii), (iii), or (v), Servicers shall provide Sub-Merchant and Payment Facilitator with notice and an opportunity to cure within thirty (30) calendar days, after which Servicers may consider this Agreement to be terminated immediately, without additional notice, and (2) any other Event of Default, Servicers shall provide Sub-Merchant and Payment Facilitator with notice and an opportunity to cure within forty-five (45) calendar days, after which this Agreement may be terminated by Servicers giving not less than ten (10) days' notice to Sub-Merchant and Payment Facilitator; provided, however, that the thirty (30) day notice period set forth in (1) and the forty-five (45) day notice period set forth in (2) of this section shall not apply in any instance where the Networks or legal authorities require Servicers to terminate without such notice periods.

Neither the expiration nor termination of this Agreement shall terminate the obligations and rights of the parties pursuant to provisions of this Agreement which by their terms are intended to survive or be perpetual or irrevocable. Such provisions shall survive the expiration or termination of this Agreement.

If any Event of Default shall have occurred and regardless of whether such Event of Default has been cured, Servicers may, in Servicers' sole discretion, exercise all of Servicers' rights and remedies under applicable law and this Agreement other than the right to terminate, which shall only be exercised as stated above.

The Networks often maintain lists of merchants who have had their merchant agreements or Card acceptance rights terminated for cause. If this Agreement is terminated for cause, Sub-Merchant acknowledges that Servicers may be required to report its business name and the names and other information regarding its principals to the Networks for inclusion on such list(s). However, in the event that this Agreement is terminated for cause based solely on Payment Facilitator's action or failure to act, Servicers will not provide Sub-Merchant's information to the Networks unless otherwise required by the Networks. Sub-Merchant expressly agrees and consents to such reporting if Sub-Merchant is terminated as a result of the occurrence of an Event of Default or for any reason specified as cause by the Networks. Furthermore, Sub-Merchant agrees to waive and hold Servicers harmless from and against any and all claims which Sub-Merchant may have as a result of such reporting.

Servicers may terminate this Agreement at any time and for any or no reason upon the provision of sixty (60) calendar days' prior notice. Servicers may also temporarily suspend or delay payments to Sub-Merchant during a fraud event or as required by legal authorities or the Network.

The Department may terminate this Agreement at any time for any or no reason, upon the provision of sixty (60) calendar days' prior notice. Additionally, if the Master Contract is terminated for any reason, this Agreement will also be terminated. For the avoidance of doubt, Sub-Merchant's obligation to pay under the Master Agreement and to perform under this Agreement is contingent upon an annual appropriation by the Legislature.

If this Agreement is terminated, all amounts payable under this Agreement shall be immediately due and payable in accordance with section 215.422, F.S., in full without demand or other notice of any kind, all of which are expressly waived by Sub-Merchant, and the obligations to pay for obligations associated with transactions Sub-Merchant submits to Servicers shall survive termination of this Agreement.

9. Warranties; Exclusion of Consequential Damages; Limitation on Liability

This Agreement and any addenda is an agreement for services and except as expressly provided in this Agreement, and any addenda, Servicers and Servicers' Affiliates disclaim all representations or warranties, express or implied, made to Sub-Merchant or any other person, including without limitation, any warranties regarding quality, suitability, merchantability, fitness for a particular purpose or otherwise (regardless of any course of dealing, custom, or usage of trade) of any services or any goods provided incidental to the Services provided under this Agreement.

Notwithstanding anything in this Agreement and any addenda to the contrary, in no event shall Servicers and Servicers' Affiliates be liable under any theory of tort, contract, strict liability, or other legal theory for lost profits, lost revenues, lost business opportunities, exemplary, punitive, special, incidental, indirect or consequential damages, each of which is hereby excluded by agreement of the parties, regardless of whether such damages were foreseeable or whether any party or any entity has been advised of the possibility of such damages.

Notwithstanding anything in this Agreement and any addenda to the contrary, Servicers and Servicers' Affiliates' cumulative liability, in the aggregate, to the Sub-Merchant (inclusive of any and all claims made by Sub-Merchant against Servicers and/or Servicers' Affiliates, whether related or unrelated) for all losses, claims, suits, controversies, breaches, or damages for any cause whatsoever (including, but not limited to, those arising out of or related to this Agreement and any addenda) and regardless of the form of action or legal theory, shall not exceed the lesser of (i) \$100,000; or (ii) the amount of fees received by Servicers from Payment Facilitator under the PFAC Agreement for services performed pursuant to this Agreement in the immediately preceding 12 months.

Payment Facilitator is providing services under this Agreement to effectuate its provision of a larger scope of services provided for in the Master Contract. Therefore, Sub-Merchant, in addition to all rights and remedies available to it at law, has all rights and remedies against Payment Facilitator available to it under the Master Contract, and Payment Facilitator's liability to Sub-Merchant is limited only to the extent limited in the Master Contract.

Sub-Merchant shall be responsible for losses, damages, costs, or expenses arising or resulting from (i) Sub-Merchant's misrepresentation or breach of warranty, covenant, or any provision under this Agreement; or (ii) Sub-Merchant's or Sub-Merchant's employees'/agents' fraud, gross negligence, willful misconduct or failure to comply with applicable law and this Agreement. Sub-Merchant is responsible for reimbursing Payment Facilitator for applicable Network fines and assessments pursuant to the Master Contract; however, if Sub-Merchant fails to reimburse Payment Facilitator for fines and assessments resulting from a failure to comply with applicable Network Rules, Servicers may directly collect such amounts from Sub-Merchant. Other than the liability associated with reimbursement for Network fines and assessments, Sub-Merchant's liability for any claim arising from this Agreement is limited to compensatory damages no greater than \$100,000.00 or 10% of the average annual amount paid to Servicers to provide the services outlined in this Agreement, whichever is less. In the event that Sub-Merchant is liable for a claim within the first year of this Agreement, the average annual amount will be determined by averaging the monthly amount paid to Servicers to provide the services outlined in this Agreement and multiplying it by twelve (12).

10. Confidentiality

Servicers and Sub-Merchant acknowledge and agree that the other(s) may be providing to it, and that it may become aware of, information of the other(s) that is confidential, trade secret, or otherwise not subject to disclosure under chapter 119, F.S., or other Florida or federal law, including, but not limited to, financial information and other information related to Servicers' and Sub-Merchant's business operations (**Confidential Information**). Servicers and Sub-Merchant agree that they will maintain the confidentiality of such Confidential Information, and they shall not disclose any such Confidential Information to any other person or entity (other than to their employees, agents, contractors, representatives, and Affiliates to whom disclosure is reasonably necessary in furtherance of the

performance of this Agreement), except as required by law. In the event disclosure of any Servicer Confidential Information is required by law, Sub-Merchant shall provide Servicers with prompt notice thereof, unless prohibited by law or court order, so that Servicers may seek an appropriate protective order or other remedy. Notwithstanding the foregoing, the requirements of non-disclosure shall not apply to any information which: (a) at the time of disclosure is already in the possession of the receiving party; (b) is independently developed by the receiving party without reliance on the disclosed Confidential Information; (c) is or becomes publicly available through no wrongdoing of the receiving party; or (d) becomes available to the receiving party on a non-confidential basis from a person, other than the disclosing party, who is not bound by a confidentiality obligation or otherwise restricted from transmitting the information to the receiving party. Furthermore, this section shall not prohibit the receiving party from making legally required disclosures pursuant to subpoena, court order, or the order of any other authority having jurisdiction; provided that, the receiving party shall provide the disclosing party with prompt notice, unless prohibited by law or court order, thereof so that disclosing party may seek an appropriate protective order or other remedy. If in the absence of a protective order and if receiving party determines in its sole discretion that it is required by law, regulation, legal process or regulatory authority to disclose any such Confidential Information, receiving party may disclose such Confidential Information upon written notice to disclosing party unless prohibited by law or court order.

11. Visa and MasterCard Disclosure

Member Bank Name: Wells Fargo Bank, N.A.
 Bank mailing address: P.O. Box 6079, Concord, CA 94524
 Bank Phone Number: 844-284-6834

Important Member Bank Responsibilities	Important Sub-Merchant Responsibilities
(a) The Bank is the only entity approved to extend acceptance of Visa and MasterCard products directly to a merchant.	(a) In the event Sub-Merchant obtains Card Information, ensure compliance with Cardholder data security and storage requirements.
(b) The Bank must be a principal (signer) to the Sub-Merchant Agreement.	(b) Maintain fraud and chargebacks below Network thresholds.
(c) The Bank is responsible for educating Sub-Merchants on pertinent Visa and MasterCard Rules with which Sub-Merchants must comply; but this information may be provided to Sub-Merchant by Payment Facilitator.	(c) Review and understand the terms of the Agreement.
(d) The Bank is responsible for and must provide settlement funds to the Sub-Merchant.	(d) Comply with Network Rules.
(e) The Bank is responsible for all funds held in reserve that are derived from settlement.	(e) Retain a signed copy of this Disclosures Page.

Acknowledge receipt of Visa and MasterCard Disclosures:

State of Florida, Department of Financial Services

(on behalf of Sub-Merchant)

NIC Services, LLC
(Payment Facilitator)

By: _____

By: _____

Name: _____
(Please Print or Type)

Name: _____
(Please Print or Type)

Title: _____
 Date: _____

Title: _____
 Date: _____

12. Miscellaneous

a. Compliance with Laws. Each party agrees to comply with all laws, regulations, and Network Rules

applicable to it, and each is responsible for its own costs and compliance with such.

- b. Force Majeure.** No party shall be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the party or its employees or agents contributed to the delay and the delay is due directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the party's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is immediately available to the party. In case of any delay the party believes is excusable, the party shall notify all other parties in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) days after the cause that creates or will create the delay first arose, if the party could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) days after the date the party first had reason to believe that a delay could result. THE FOREGOING SHALL CONSTITUTE THE PARTY'S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY. Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages, other than for an extension of time, shall be asserted against Sub-Merchant. The parties shall not be entitled to payment of any kind from Sub-Merchant for direct, indirect, consequential, impact or other costs, expenses or damages, including, but not limited to, costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any force majeure event. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the party shall perform, unless Sub-Merchant determines, in its sole discretion, that the delay will significantly impair the value of the Agreement to the State or to Sub-Merchant, in which case Sub-Merchant may (1) accept allocated performance or deliveries from the party, provided that the party grants preferential treatment to Sub-Merchant with respect to products subjected to allocation, (2) purchase from other sources (without recourse to and by the party for the related costs and expenses) to replace all or part of the products that are the subject of the delay, which purchases may be deducted from the Agreement quantity, or (3) terminate the Agreement in whole or in part.
- c. Notices.** All notices and other communications required or permitted hereunder (other than those involving normal operational matters relating to the Services) shall be in writing, if to Sub-Merchant, at the address and email address provided on Sub-Merchant's **Agency Participation Agreement**, if to Payment Facilitator at 25501 W. Valley Pkwy., Suite 300, Olathe, KS 66061, Attention: Legal Department or by e-mail at legal@egov.com, if to Provider at 3975 NW 120th Avenue, Coral Springs, FL 33065, and if to Bank, at the address provided above. Notice shall be deemed to have been given:
- i. when personally delivered;
 - ii. the day following the day (except if not a business day, then the next business day) on which the same has been delivered prepaid to a recognized overnight delivery service; or
 - iii. on the date actually received or the date of the certification of receipt.
- d. Publicity.** Servicers and Sub-Merchant will not initiate publicity relating to this Agreement without the prior written approval of the other(s), except that Servicers and Sub-Merchant may make disclosures required by legal, accounting, or regulatory requirements.
- e. Entire Agreement; Waiver.** This Agreement constitutes the entire agreement between the parties, with respect to the subject matter thereof, and supersedes any previous agreements and understandings. Sub-Merchant's obligations under this Agreement are intended to supplement those specified in the Master Contract. Except as provided in Section 1 of this Agreement, this Agreement can be changed only by a written agreement signed by all parties. A party's waiver of a breach of any term or condition of this Agreement shall not be deemed a waiver of any subsequent breach of the same or another term or condition.
- f. Severability.** The parties intend every provision of this Agreement and any addenda to be severable. If any part of this Agreement and any addenda are not enforceable, the remaining provisions shall remain valid and enforceable. In such case, the parties will in good faith modify or substitute a provision consistent with their original intent. If any remedy fails of its essential purpose, then all other provisions, including the limitations on liability and exclusion of damages, will remain fully effective.

- g. Choice of Law.** This Agreement will be governed by and construed in accordance with the laws of the state of Florida.

13. Statutorily-Required Provisions

- a. Audits.** Servicers acknowledge their obligation, pursuant to section 20.055(5), F.S., to cooperate with the Inspector General in any investigation, audit, inspection, review, or hearing. Servicers will comply with this obligation and ensure that subcontracts entered into specifically to perform the services required under this Agreement, if any, impose this requirement, in writing, on their subcontractors.
- b. E-Verify.** In cooperation with the Governor’s Executive Order 11-116, Servicers must participate in the federal E-Verify System for employment eligibility verification under the terms provided in the “Memorandum of Understanding” with the federal Department of Homeland Security if any new employees are hired to work on this Agreement during the term of the Agreement. Servicers agree to provide to Sub-Merchant, within thirty (30) days of hiring new employees to work on this Agreement, documentation of such enrollment in the form of a copy of the E-Verify “Edit Company Profile” screen, which contains proof of enrollment in the E-Verify System. Information on “E-Verify” is available at the following website: <https://www.e-verify.gov/>.
- c. Scrutinized Companies.** The following paragraph applies regardless of the dollar value of the goods or services provided:

In accordance with the requirements of section 287.135(5), F.S., Servicers certify that they are not participating in a boycott of Israel. At Sub-Merchant’s option, the Agreement may be terminated if Bank or Provider is placed on the Quarterly List of Scrutinized Companies that Boycott Israel (referred to in statute as the “Scrutinized Companies that Boycott Israel List”) or becomes engaged in a boycott of Israel.

The State Board of Administration maintains the “Quarterly List of Scrutinized Companies that Boycott Israel” at the following link:

<https://www.sbafla.com/fsb/FundsWeManage/FRSPensionPlan/GlobalGovernanceMandates.aspx>.

The following paragraph applies only when the goods or services to be provided are \$1 million or more:

In accordance with the requirements of section 287.135, F.S., Servicers certify that they are not on the Scrutinized List of Prohibited Companies (referred to in statute as the “Scrutinized Companies with Activities in Sudan List” and the “Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List”) and, to the extent that they are not preempted by Federal law, that they have not been engaged in business operations in Cuba or Syria. At Sub-Merchant’s option, the Agreement may be terminated if such certification (or the certification regarding a boycott of Israel) is false, if Bank or Provider is placed on the Scrutinized List of Prohibited Companies, or, to the extent not preempted by Federal law, if Servicers engage in business operations in Cuba or Syria.

The State Board of Administration maintains the “Scrutinized List of Prohibited Companies” under the quarterly reports section at the following link: <https://www.sbafla.com/fsb/PerformanceReports.aspx>.

- d. Convicted Vendor List and Discriminatory Vendor List.** Pursuant to sections 287.133 and 287.134, F.S., the following restrictions are placed on the ability of persons or entities placed on the convicted vendor list or the discriminatory vendor list:
- i. Public Entity Crime.** A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in section 287.017, F.S., for CATEGORY TWO for a period of thirty-six

(36) months following the date of being placed on the convicted vendor list.

- ii. **Discriminatory Vendors.** An entity or affiliate that has been placed on the discriminatory vendor list may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

Servicers shall notify Sub-Merchant if they or any of their suppliers, subcontractors, or consultants have been placed on the convicted vendor list or the discriminatory vendor list during the life of the Agreement.

The parties hereto have caused this Agreement to be executed by their duly authorized officers. **THIS AGREEMENT IS NOT BINDING UPON THE PARTIES UNTIL FULLY EXECUTED BY ALL PARTIES.**

**First Data Merchant Services LLC
(PROVIDER)**

By: _____

Name: _____
(Please Print or Type)

Title:

Date:

**NIC Services, LLC
(PAYMENT FACILITATOR)**

By: _____

Name: _____
(Please Print or Type)

Title:

Date:

**State of Florida, Department of Financial Services
(on behalf of SUB-MERCHANT)**

By: _____

Name: _____
(Please Print or Type)

Title:

Date:

**Wells Fargo Bank, N.A.
(BANK)**

By: _____

Name: _____
(Please Print or Type)

Title:

Date:

Appendix 1

Definitions

"Affiliate" is an entity that, directly or indirectly, (i) owns or controls a party to this agreement or (ii) is under common ownership or control with a party to this agreement.

"Agency Participant" is the State judicial branch or any official, officer, commission, board, authority, council, committee, or department of the executive branch of State government that enters into a Participation Agreement under the e-Payment Collection and Processing Services Contract. This also includes, but is not limited to, State attorneys, public defenders, capital collateral regional counsel, the Justice Administrative Commission, the Florida Housing Finance Corporation, and the Florida Public Service Commission.

"Agency Participation Agreement" is the agreement entered into between Sub-Merchant and Payment Facilitator that makes Sub-Merchant subject to the terms of the e-Payment Collection and Processing Services Contract and this Agency Participant Sub-Merchant Processing Agreement.

"Card" is an account, or evidence of an account, authorized and established between a customer and a Network, or representatives or members of a Network that is accepted from customers. Cards include, but are not limited to, other Card brands and debit cards, electronic gift cards, authorized account or access numbers, paper certificates, credit accounts, and the like.

"Network" is any entity formed to administer and promote Cards, including without limitation MasterCard Worldwide (**MasterCard**), Visa U.S.A., Inc. (**Visa**), DFS Services LLC (**Discover Network**), and any applicable debit networks.

"Network Rules" are the rules, regulations, releases, interpretations, and other requirements (whether contractual or otherwise) imposed or adopted by any Network.

"Chargeback" is a Card Transaction dispute (or disputed portion) that is returned to Servicers by the Issuer. Sub-Merchant is responsible for payment to Payment Facilitator for all Chargebacks.

"Your Payments Acceptance Guide" means Servicers' operating rules and regulations, attached hereto and incorporated herein by reference, as may be changed by Servicers from time to time.

"Settlement Account" is an account or account(s) at a financial institution designated by Sub-Merchant as the account to be debited and credited by Payment Facilitator or Bank for Card transactions, fees, Chargebacks, and other amounts due under the Agreement or in connection with the Agreement.

"State" is the state of Florida.

"Transaction" is a transaction conducted between a customer and Sub-Merchant utilizing a Card in which consideration is exchanged between the customer and Sub-Merchant.

"Transaction Data" is the written or electronic record of a Transaction.

LOCAL GOVERNMENT PARTICIPANT SUB-MERCHANT PROCESSING AGREEMENT

NIC Services, LLC (**Payment Facilitator**), First Data Merchant Services LLC (**Provider**), and Wells Fargo Bank, N.A. (**Bank**) and together with Provider, **Servicers**) will provide _____ (**Sub-Merchant**) with certain Card processing services. Capitalized terms used in this Agreement are defined in Appendix 1.

Sub-Merchant is entering into this agreement due to its election to participate in the e-Payment Collection and Processing Services Contract (the **Master Contract**) in order to accept payments by credit card, charge card, and debit card, as authorized by section 215.322, Florida Statutes (F.S.).

By entering into this Local Government Participant Sub-Merchant Processing Agreement (the **Agreement**), Sub-Merchant agrees to comply with the (1) Network Rules as they pertain to Card information it receives through the Payment Facilitator service and (2) Your Payments Acceptance Guide to the extent applicable to Sub-Merchant. Servicers and Payment Facilitator understand and agree that Sub-Merchant and Payment Facilitator have entered into a shared responsibility model service agreement and in some cases Payment Facilitator will be performing these compliance items on behalf of the Sub-Merchant. As between Sub-Merchant and Servicers, Sub-Merchant is still obligated to ensure compliance and Servicers will hold Sub-Merchant responsible for such performance.

1. Acceptance of Cards

Sub-Merchant agrees to comply with Your Payments Acceptance Guide, to the extent applicable to Sub-Merchant, and all Network Rules, as such may be changed from time to time. Sub-Merchant understands that Servicers may be required to modify Your Payments Acceptance Guide and the Agreement from time to time in order to comply with requirements imposed by the Networks. Servicers may change the Your Payment Acceptance Guide by providing Sub-Merchant with thirty (30) days' prior written notice of the change. Changes to this Agreement must be effectuated by a written amendment entered into between the parties. However, changes required by the Networks will be effective immediately or as required by the Networks, whichever is later.

In offering payment options to customers, Sub-Merchant will accept all types of Visa and/or MasterCard cards, including consumer credit and debit/check cards and commercial credit and debit/check cards. If Sub-Merchant chooses to limit the types of cards it accepts, it must comply with Network Rules and display appropriate signage to indicate acceptance of the limited acceptance category selected.

For recurring transactions, Sub-Merchant must obtain a written request or similar authentication from Sub-Merchant's customer for the goods and/or services to be charged to the customer's account, specifying the frequency of the recurring charge and the duration of time during which such charges may be made.

2. Settlement

Upon Servicers' receipt of the Transaction Data for Card transactions, Servicers will process the Transaction Data to facilitate the funds transfer from the various Networks for the Card sales. After Servicers receive credit for such Transaction Data, subject to Servicers' other rights under this Agreement, Servicers will provide provisional credit to Sub-Merchant's Settlement Account, which is subject to adjustment as provided by this Agreement and the Network Rules.

Sub-Merchant must not submit transactions for payment until the services are performed. If the Cardholder disputes being charged for merchandise or services before receiving them, a Chargeback may result.

3. Chargebacks

Chargebacks can be received for a number of reasons. The following are some of the most common reasons for Chargebacks: (1) a refund is not issued to a customer upon the return or non-delivery of goods or services; (2) an authorization/approval code was required and not obtained; (3) the Transaction was allegedly fraudulent; (4) the

customer disputes the Card sale or the signature on the sale documentation or claims that the sale is subject to a set-off, defense or counterclaim; or (5) the customer refuses to make payment for a Card sale because, in the customer's good faith opinion, a claim or complaint has not been resolved or has been resolved but in an unsatisfactory manner. Chargebacks shall be debited from Sub-Merchant's Settlement Account.

4. Fees

Sub-Merchant will pay Payment Facilitator as set forth in the Master Contract. For the avoidance of doubt, Sub-Merchant will not pay any fees to Servicers for their services under this Agreement. Payment Facilitator will pay Servicers in accordance with the Payment Facilitator Addendum to the Bankcard Addendum to the Master Services Agreement among Payment Facilitator and Servicers (**PFAC Agreement**).

5. Reserve *[Intentionally omitted]*

6. Financial Information

Sub-Merchant will promptly provide Servicers with the Annual Financial Report required by section 218.32, F.S., upon request. Further, upon request, Sub-Merchant will provide financial statements or other information requested by legal and regulatory authorities or the Networks. Sub-Merchant will also provide other information concerning Sub-Merchant's compliance with the terms and provisions of this Agreement as Servicers may reasonably request.

7. Data Security and Privacy

In the event that Sub-Merchant receives Card information (such as the cardholder's account number, expiration date, and CVV2) in connection with the processing services provided under this Agreement, Sub-Merchant agrees that it will not use Card information for any fraudulent purpose or in violation of any Network Rules, including but not limited to Payment Card Industry Data Security Standards (**PCI DSS**) or applicable law. If at any time Sub-Merchant believes that Card information has been compromised, Sub-Merchant must notify Provider and Payment Facilitator promptly, and Sub-Merchant and Payment Facilitator must provide notice to the proper parties in accordance with the Master Contract's Attachment 2, Statement of Work, Section 10.3, Core Platform and Security Breach. Sub-Merchant must ensure Sub-Merchant's compliance and that of any third party service provider utilized by Sub-Merchant, with all security standards and guidelines that are applicable to it and published from time to time by Visa, MasterCard or any other Network, including, without limitation, the Visa U.S.A. Cardholder Information Security Program (**CISP**), the MasterCard Site Data Protection (**SDP**), and (where applicable), the PCI Security Standards Council, Visa, and MasterCard PA-DSS (**Payment Application Data Security Standards**) (collectively, the **Security Guidelines**). If any Network requires an audit of Sub-Merchant due to a data security compromise event or suspected event, Sub-Merchant agrees to cooperate with such audit. Sub-Merchant may not use any Card information other than for the sole purpose of completing the Transaction authorized by the customer for which the information was provided to Sub-Merchant or as specifically allowed by Network Rules, Your Payments Acceptance Guide, or required by law.

8. Term; Events of Default

This Agreement shall be in effect upon signing by all parties and shall remain effective through termination of the Master Contract.

If any of the following events shall occur (each an **Event of Default**):

- (i) a material adverse change in your financial condition; or
- (ii) irregular Card sales by Sub-Merchant, excessive Chargebacks (as determined by the Networks), noncompliance with any applicable data security standards, as determined by Servicers, of any Network, or any other entity, or an actual or suspected data security breach, or any other circumstances which, in Servicer's sole discretion, may increase Servicer's exposure for Sub-Merchant's Chargebacks or otherwise present a financial or security risk to Servicers; or
- (iii) any of Sub-Merchant's conditions, covenants, obligations or representations or warranties in this Agreement

are breached in any material respect or are incorrect in any material respect when made or deemed to be made; or

- (iv) Sub-Merchant shall file a petition or have a petition filed by another party under the Bankruptcy Code or any other laws relating to bankruptcy, insolvency or similar arrangement for adjustment of debts; consent to or fail to contest in a timely and appropriate manner any petition filed against Sub-Merchant in an involuntary case under such laws; apply for or consent to, or fail to contest in a timely and appropriate manner, the appointment of, or the taking of possession by, a receiver, custodian, trustee or liquidator of itself or of a substantial part of its property; or make a general assignment for the benefit of creditors; or take any corporate action for the purpose of authorizing any of the foregoing; or
- (v) a violation by Sub-Merchant of any applicable law or Network Rule or Servicers' reasonable belief that termination of this Agreement or suspension of services is necessary to comply with any law, including without limitation the rules and regulations promulgated by the Office of Foreign Assets Control of the US Department of the Treasury or Sub-Merchant's breach, as determined by Servicers, of its requirement to comply with all applicable laws

then, upon the occurrence of (1) an Event of Default specified in subsections (ii), (iii), or (v), Servicers shall provide Sub-Merchant and Payment Facilitator with notice and an opportunity to cure within thirty (30) calendar days, after which Servicers may consider this Agreement to be terminated immediately, without additional notice, and (2) any other Event of Default, Servicers shall provide Sub-Merchant and Payment Facilitator with notice and an opportunity to cure within forty-five (45) calendar days, after which this Agreement may be terminated by Servicers giving not less than ten (10) days' notice to Sub-Merchant and Payment Facilitator; provided, however, that the thirty (30) day notice period set forth in (1) and the forty-five (45) day notice period set forth in (2) of this section shall not apply in any instance where the Networks or legal authorities require Servicers to terminate without such notice periods.

Neither the expiration nor termination of this Agreement shall terminate the obligations and rights of the parties pursuant to provisions of this Agreement which by their terms are intended to survive or be perpetual or irrevocable. Such provisions shall survive the expiration or termination of this Agreement.

If any Event of Default shall have occurred and regardless of whether such Event of Default has been cured, Servicers may, in Servicers' sole discretion, exercise all of Servicers' rights and remedies under applicable law and this Agreement other than the right to terminate, which shall only be exercised as stated above.

The Networks often maintain lists of merchants who have had their merchant agreements or Card acceptance rights terminated for cause. If this Agreement is terminated for cause, Sub-Merchant acknowledges that Servicers may be required to report its business name and the names and other information regarding its principals to the Networks for inclusion on such list(s). However, in the event that this Agreement is terminated for cause based solely on Payment Facilitator's action or failure to act, Servicers will not provide Sub-Merchant's information to the Networks unless otherwise required by the Networks. Sub-Merchant expressly agrees and consents to such reporting if Sub-Merchant is terminated as a result of the occurrence of an Event of Default or for any reason specified as cause by the Networks. Furthermore, Sub-Merchant agrees to waive and hold Servicers harmless from and against any and all claims which Sub-Merchant may have as a result of such reporting.

Servicers may terminate this Agreement at any time and for any or no reason upon the provision of sixty (60) calendar days' prior notice. Servicers may also temporarily suspend or delay payments to Sub-Merchant during a fraud event or as required by legal authorities or the Network.

Sub-Merchant may terminate this Agreement at any time for any or no reason upon the provision of sixty (60) calendar days' prior notice. Additionally, if the Master Contract is terminated for any reason, this Agreement will also be terminated. For the avoidance of doubt, Sub-Merchant's obligation to pay under the Master Agreement and to perform under this Agreement is contingent upon an annual appropriation by the Legislature.

If this Agreement is terminated, all amounts payable under this Agreement shall be immediately due and payable in full without demand or other notice of any kind, all of which are expressly waived by Sub-Merchant, and the obligations to pay for obligations associated with transactions Sub-Merchant submits to Servicers shall survive termination of this Agreement.

9. Warranties; Exclusion of Consequential Damages; Limitation on Liability

This Agreement and any addenda is an agreement for services and except as expressly provided in this Agreement, and any addenda, Servicers and Servicers' Affiliates disclaim all representations or warranties, express or implied, made to Sub-Merchant or any other person, including without limitation, any warranties regarding quality, suitability, merchantability, fitness for a particular purpose or otherwise (regardless of any course of dealing, custom or usage of trade) of any services or any goods provided incidental to the Services provided under this Agreement.

Notwithstanding anything in this Agreement and any addenda to the contrary, in no event shall Servicers and Servicers' Affiliates be liable under any theory of tort, contract, strict liability or other legal theory for lost profits, lost revenues, lost business opportunities, exemplary, punitive, special, incidental, indirect or consequential damages, each of which is hereby excluded by agreement of the parties, regardless of whether such damages were foreseeable or whether any party or any entity has been advised of the possibility of such damages.

Notwithstanding anything in this Agreement and any addenda to the contrary, Servicers and Servicers' Affiliates' cumulative liability, in the aggregate to the Sub-Merchant (inclusive of any and all claims made by Sub-Merchant against Servicers and/or Servicers' Affiliates, whether related or unrelated) for all losses, claims, suits, controversies, breaches, or damages for any cause whatsoever (including, but not limited to, those arising out of or related to this Agreement and any addenda) and regardless of the form of action or legal theory shall not exceed the lesser of (i) \$100,000; or (ii) the amount of fees received by Servicers from Payment Facilitator under the PFAC Agreement for services performed pursuant to this Agreement in the immediately preceding 12 months.

Payment Facilitator is providing services under this Agreement to effectuate its provision of a larger scope of services provided for in the Master Contract. Therefore, Sub-Merchant, in addition to all rights and remedies available to it at law, has all rights and remedies against Payment Facilitator available to it under the Master Contract, and Payment Facilitator's liability to Sub-Merchant is limited only to the extent limited in the Master Contract.

Sub-Merchant shall be responsible for losses, damages, costs, or expenses arising or resulting from (i) Sub-Merchant's misrepresentation or breach of warranty, covenant, or any provision under this Agreement; or (ii) Sub-Merchant's or Sub-Merchant's employees'/agents' fraud, gross negligence, willful misconduct or failure to comply with applicable law and this Agreement. Sub-Merchant is responsible for reimbursing Payment Facilitator for applicable Network fines and assessments pursuant to the Master Contract; however, if Sub-Merchant fails to reimburse Payment Facilitator for fines and assessments resulting from a failure to comply with applicable Network Rules, Servicers may directly collect such amounts from Sub-Merchant. Other than the liability associated with reimbursement for Network fines and assessments, Sub-Merchant's liability for any claim arising from this Agreement is limited to compensatory damages no greater than \$100,000.00 or 10% of the average annual amount paid to Servicers to provide the services outlined in this Agreement, whichever is less. In the event that Sub-Merchant is liable for a claim within the first year of this Agreement, the average annual amount will be determined by averaging the monthly amount paid to Servicers to provide the services outlined in this Agreement and multiplying it by twelve (12).

10. Confidentiality

Servicers and Sub-Merchant acknowledge and agree that the other(s) may be providing to it, and that it may become aware of, information of the other(s) that is confidential, trade secret, or otherwise not subject to disclosure under chapter 119, F.S., or other Florida or federal law, including, but not limited to, financial information and other information related to Servicers' and Sub-Merchant's business operations (**Confidential Information**). Servicers and Sub-Merchant agree that they will maintain the confidentiality of such Confidential Information, and they shall not disclose any such Confidential Information to any other person or entity (other than to their employees, agents, contractors, representatives, and Affiliates to whom disclosure is reasonably necessary in furtherance of the performance of this Agreement), except as required by law. In the event disclosure of any Servicer Confidential Information is required by law, Sub-Merchant shall provide Servicers with prompt notice thereof, unless prohibited by law or court order, so that Servicers may seek an appropriate protective order or other remedy. Notwithstanding the foregoing, the requirements of non-disclosure shall not apply to any information which: (a) at the time of disclosure is already in the possession of

the receiving party; (b) is independently developed by the receiving party without reliance on the disclosed Confidential Information; (c) is or becomes publicly available through no wrongdoing of the receiving party; or (d) becomes available to the receiving party on a non-confidential basis from a person, other than the disclosing party, who is not bound by a confidentiality obligation or otherwise restricted from transmitting the information to the receiving party. Furthermore, this section shall not prohibit the receiving party from making legally required disclosures pursuant to subpoena, court order, or the order of any other authority having jurisdiction; provided that, the receiving party shall provide the disclosing party with prompt notice, unless prohibited by law or court order, thereof so that disclosing party may seek an appropriate protective order or other remedy. If in the absence of a protective order and if receiving party determines in its sole discretion that it is required by law, regulation, legal process or regulatory authority to disclose any such Confidential Information, receiving party may disclose such Confidential Information upon written notice to disclosing party unless prohibited by law or court order.

11. Visa and MasterCard Disclosure

Member Bank Name: Wells Fargo Bank, N.A.
 Bank mailing address: P.O. Box 6079, Concord, CA 94524
 Bank Phone Number: 844-284-6834

Important Member Bank Responsibilities	Important Sub-Merchant Responsibilities
(a) The Bank is the only entity approved to extend acceptance of Visa and MasterCard products directly to a merchant.	(a) In the event Sub-Merchant obtains Card Information, ensure compliance with Cardholder data security and storage requirements.
(b) The Bank must be a principal (signer) to the Sub-Merchant Agreement.	(b) Maintain fraud and chargebacks below Network thresholds.
(c) The Bank is responsible for educating Sub-Merchants on pertinent Visa and MasterCard Rules with which Sub-Merchants must comply; but this information may be provided to Sub-Merchant by Payment Facilitator.	(c) Review and understand the terms of the Agreement.
(d) The Bank is responsible for and must provide settlement funds to the Sub-Merchant.	(d) Comply with Network Rules.
(e) The Bank is responsible for all funds held in reserve that are derived from settlement.	(e) Retain a signed copy of this Disclosures Page.

Acknowledge receipt of Visa and MasterCard Disclosures:

(Sub-Merchant)

NIC Services, LLC
(Payment Facilitator)

By: _____

By: _____

Name: _____
(Please Print or Type)

Name: _____
(Please Print or Type)

Title: _____
 Date: _____

Title: _____
 Date: _____

12. Miscellaneous

- a. Compliance with Laws.** Each party agrees to comply with all laws, regulations, and Network Rules applicable to it, and each is responsible for its own costs and compliance with such.
- b. Force Majeure.** No party shall be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the party or its employees or agents contributed to the delay and the delay is due

directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the party's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is immediately available to the party. In case of any delay the party believes is excusable, the party shall notify all other parties in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) days after the cause that creates or will create the delay first arose, if the party could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) days after the date the party first had reason to believe that a delay could result. THE FOREGOING SHALL CONSTITUTE THE PARTY'S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY. Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages, other than for an extension of time, shall be asserted against Sub-Merchant. The parties shall not be entitled to payment of any kind from Sub-Merchant for direct, indirect, consequential, impact or other costs, expenses or damages, including, but not limited to, costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any force majeure event. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the party shall perform, unless Sub-Merchant determines, in its sole discretion, that the delay will significantly impair the value of the Agreement to Sub-Merchant, in which case Sub-Merchant may (1) accept allocated performance or deliveries from the party, provided that the party grants preferential treatment to Sub-Merchant with respect to products subjected to allocation, (2) purchase from other sources (without recourse to and by the party for the related costs and expenses) to replace all or part of the products that are the subject of the delay, which purchases may be deducted from the Agreement quantity, or (3) terminate the Agreement in whole or in part.

- c. Notices.** All notices and other communications required or permitted hereunder (other than those involving normal operational matters relating to the Services) shall be in writing, if to Sub-Merchant, at

_____ or by e-mail at _____, if to Payment Facilitator at 25501 W. Valley Pkwy., Suite 300, Olathe, KS 66061, Attention: Legal Department or by e-mail at legal@egov.com, if to Provider at 3975 NW 120th Avenue, Coral Springs, FL 33065, and if to Bank, at the address provided above. Notice shall be deemed to have been given:

- i. when personally delivered;
 - ii. the day following the day (except if not a business day, then the next business day) on which the same has been delivered prepaid to a recognized overnight delivery service; or
 - iii. on the date actually received or the date of the certification of receipt.
- d. Publicity.** Servicers and Sub-Merchant will not initiate publicity relating to this Agreement without the prior written approval of the other(s), except that Servicers and Sub-Merchant may make disclosures required by legal, accounting, or regulatory requirements.
- e. Entire Agreement; Waiver.** This Agreement constitutes the entire agreement between all parties with respect to the subject matter thereof, and supersedes any previous agreements and understandings. Sub-Merchant's obligations under this Agreement are intended to supplement those specified in the Master Contract. Except as provided in Section 1 of this Agreement, this Agreement can be changed only by a written agreement signed by all parties. A party's waiver of a breach of any term or condition of this Agreement shall not be deemed a waiver of any subsequent breach of the same or another term or condition.
- f. Severability.** The parties intend every provision of this Agreement and any addenda to be severable. If any part of this Agreement and any addenda are not enforceable, the remaining provisions shall remain valid and enforceable. In such case, the parties will in good faith modify or substitute a provision consistent with their original intent. If any remedy fails of its essential purpose, then all other provisions, including the limitations on liability and exclusion of damages, will remain fully effective.
- g. Choice of Law.** This Agreement will be governed by and construed in accordance with the laws of the State of Florida.

13. Statutorily-Required Provisions

- a. **Audits.** Servicers acknowledge their obligation, pursuant to section 20.055(5), F.S., to cooperate with the Inspector General in any investigation, audit, inspection, review, or hearing. Servicers will comply with this obligation and ensure that subcontracts entered into specifically to perform the services required under this Agreement, if any, impose this requirement, in writing, on their subcontractors.
- b. **E-Verify.** In cooperation with the Governor's Executive Order 11-116, Servicers must participate in the federal E-Verify System for employment eligibility verification under the terms provided in the "Memorandum of Understanding" with the federal Department of Homeland Security if any new employees are hired to work on this Agreement during the term of the Agreement. Servicers agree to provide to Sub-Merchant, within thirty (30) days of hiring new employees to work on this Agreement, documentation of such enrollment in the form of a copy of the E-Verify "Edit Company Profile" screen, which contains proof of enrollment in the E-Verify System. Information on "E-Verify" is available at the following website: <https://www.e-verify.gov/>.
- c. **Scrutinized Companies.** The following paragraph applies regardless of the dollar value of the goods or services provided:

In accordance with the requirements of section 287.135(5), F.S., Servicers certify that they are not participating in a boycott of Israel. At Sub-Merchant's option, the Agreement may be terminated if Bank or Provider is placed on the Quarterly List of Scrutinized Companies that Boycott Israel (referred to in statute as the "Scrutinized Companies that Boycott Israel List") or becomes engaged in a boycott of Israel. The State Board of Administration maintains the "Quarterly List of Scrutinized Companies that Boycott Israel" at the following link:

<https://www.sbafla.com/fsb/FundsWeManage/FRSPensionPlan/GlobalGovernanceMandates.aspx>.

The following paragraph applies only when the goods or services to be provided are \$1 million or more:

In accordance with the requirements of section 287.135, F.S., Servicers certify that they are not on the Scrutinized List of Prohibited Companies (referred to in statute as the "Scrutinized Companies with Activities in Sudan List" and the "Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List") and, to the extent that they are not preempted by Federal law, that they have not been engaged in business operations in Cuba or Syria. At Sub-Merchant's option, the Agreement may be terminated if such certification (or the certification regarding a boycott of Israel) is false, if Bank or Provider is placed on the Scrutinized List of Prohibited Companies, or, to the extent not preempted by Federal law, if Servicers engage in business operations in Cuba or Syria.

The State Board of Administration maintains the "Scrutinized List of Prohibited Companies" under the quarterly reports section at the following link: <https://www.sbafla.com/fsb/PerformanceReports.aspx>.

- d. **Convicted Vendor List and Discriminatory Vendor List.** Pursuant to sections 287.133 and 287.134, F.S., the following restrictions are placed on the ability of persons or entities placed on the convicted vendor list or the discriminatory vendor list:
 - i. **Public Entity Crime.** A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in section 287.017, F.S., for CATEGORY TWO for a period of thirty-six (36) months following the date of being placed on the convicted vendor list.
 - ii. **Discriminatory Vendors.** An entity or affiliate that has been placed on the discriminatory vendor list may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier,

subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

Servicers shall notify Sub-Merchant if they or any of their suppliers, subcontractors, or consultants have been placed on the convicted vendor list or the discriminatory vendor list during the life of the Agreement.

e. [Sub-Merchant should include any other relevant statutory provisions in this section.]

The parties hereto have caused this Agreement to be executed by their duly authorized officers. **THIS AGREEMENT IS NOT BINDING UPON THE PARTIES UNTIL FULLY EXECUTED BY ALL PARTIES.**

**First Data Merchant Services LLC
(PROVIDER)**

(SUB-MERCHANT)

By: _____

By: _____

Name: _____
(Please Print or Type)

Name: _____
(Please Print or Type)

Title: _____

Title: _____

Date: _____

Date: _____

**NIC Services, LLC
(PAYMENT FACILITATOR)**

**Wells Fargo Bank, N.A.
(BANK)**

By: _____

By: _____

Name: _____
(Please Print or Type)

Name: _____
(Please Print or Type)

Title: _____

Title: _____

Date: _____

Date: _____

Appendix 1

Definitions

"Affiliate" is an entity that, directly or indirectly, (i) owns or controls a party to this agreement or (ii) is under common ownership or control with a party to this agreement.

"Card" is an account, or evidence of an account, authorized and established between a customer and a Network, or representatives or members of a Network that is accepted from customers. Cards include, but are not limited to, other Card brands and debit cards, electronic gift cards, authorized account or access numbers, paper certificates, credit accounts and the like.

"Network" is any entity formed to administer and promote Cards, including without limitation MasterCard Worldwide (**MasterCard**), Visa U.S.A., Inc. (**Visa**), DFS Services LLC (**Discover Network**) and any applicable debit networks.

"Network Rules" are the rules, regulations, releases, interpretations and other requirements (whether contractual or otherwise) imposed or adopted by any Network.

"Chargeback" is a Card Transaction dispute (or disputed portion) that is returned to Servicers by the Issuer. Sub-Merchant is responsible for payment to Payment Facilitator for all Chargebacks.

"Your Payments Acceptance Guide" means Servicers' operating rules and regulations, attached hereto and incorporated herein by reference, as may be changed by Servicers from time to time.

"Settlement Account" is an account or account(s) at a financial institution designated by Sub-Merchant as the account to be debited and credited by Payment Facilitator or Bank for Card transactions, fees, Chargebacks and other amounts due under the Agreement or in connection with the Agreement.

"Transaction" is a transaction conducted between a customer and Sub-Merchant utilizing a Card in which consideration is exchanged between the customer and Sub-Merchant.

"Transaction Data" is the written or electronic record of a Transaction.



Your payments acceptance guide

May 2019

WELCOME

From start to finish – A guide to accepting payments

Payment acceptance solutions are an essential part of your business. As your partner, we want to make accepting payments as simple as possible for you. That's why we created "Your Payments Acceptance Guide." It's your quick reference to the guidelines for processing transactions. You'll also find recommendations and tips to help you prevent fraud, reduce chargebacks, and properly handle payments, refunds, exchanges, and most other situations you'll encounter in your day-to-day business.

To help you navigate more easily and find the information you need when you need it, we've organized the guide into three parts. At the end of the guide, you'll also find information specific to processing Wex[®], Voyager[®], American Express[®], Discover[®], PayPal[®], and Alipay[™] payments.

If you have questions about processing payments or any of your other business services, please contact Customer Service at the number listed on your merchant services statement. Your Customer Service team is here to make things easier, so let us know what we can do to help.



American Express

>>> americanexpress.com

Discover Financial Services

>>> discovernetwork.com/merchants

Mastercard Worldwide

>>> www.mastercard.us/content/dam/mccom/global/documents/mastercard-rules.pdf

Visa Inc.

>>> <https://usa.visa.com/dam/VCOM/download/about-visa/visa-rules-public.pdf>

PayPal

>>> paypal.com/us/webapps/mpp/accept-payments-online

TABLE OF CONTENTS

5 Part I – Gives you information about preparing to accept transactions

1. Use of payment organizations' brands	6
2. Point-of-Sale (POS) reminders	6
3. Validating the cards	7
4. Transaction guidelines	8
5. Security	8
6. TransArmor® services	9
7. Debit cards	9
8. Electronic Benefit Transfer® (EBT) transactions	10

12 Part II – Gives you information about transaction types (i.e., chargebacks and retrievals)

9. Authorizations	13
10. Special types of transactions	15
11. Sales drafts	17
12. Refunds	18
13. Exchanges	19
14. Chargebacks, retrievals, and other debits	19
15. Suspect/Fraudulent transactions	24

25

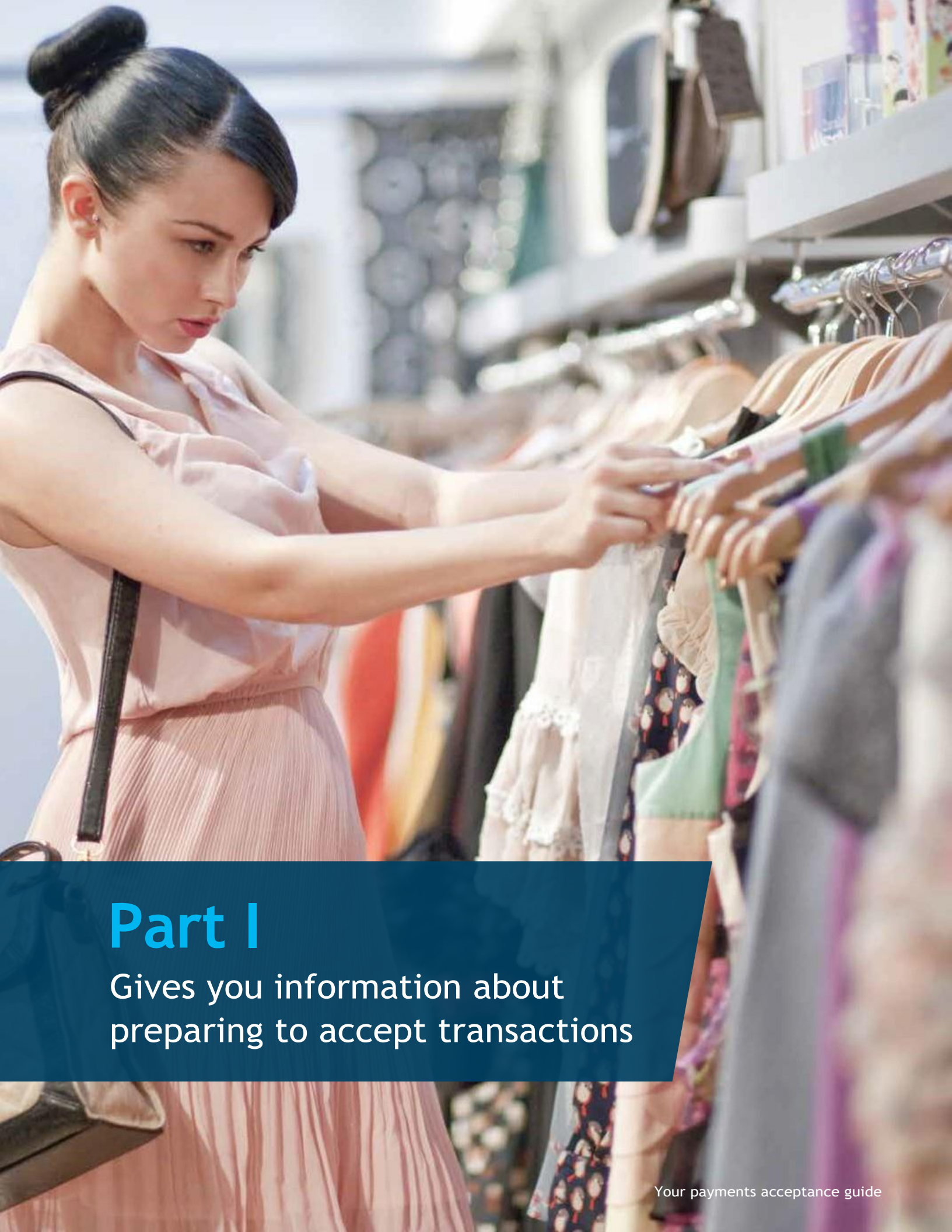
Part III – Gives you helpful information and guidelines for specific industries

16. Lost/Recovered cards	26
17. Retention of records	26
18. Return of equipment	26
19. Time frames	27
20. Additional provisions for specific industries	27

30

Appendices

Appendix 1 Additional provisions for Wex and Voyager	31
Appendix 2 Additional provisions for American Express	32
Appendix 3 Special provisions for Discover Network	39
Appendix 4 Special provisions for PayPal	40
Appendix 5 Special provisions for Alipay	40



Part I

Gives you information about preparing to accept transactions

The first step of a transaction actually begins before a customer even decides to make a purchase. This part of “Your Payments Acceptance Guide” reviews steps that you’ll need to take to ensure customers are informed of their payment options and understand the terms of sale. You’ll also find tips and important reminders for validating cards in order to reduce the risk of fraud. Finally, specific procedures for accepting debit and EBT payments are outlined. If you have questions about anything discussed in this guide, please contact Customer Service at the number located on your Merchant Services Statement.

1 Use of payment organizations’ brands

DO’S

- > Do prominently display relevant trademarks of the payment organizations at each of your locations, in catalogs, on websites, and on other promotional material
- > Do only use the official trademarks of ours and of the payment organizations in the official format

DON’TS

- > Don’t indicate that we or any payment organization endorses your goods or services
- > Don’t use the trademarks of any payment organization after: Your right to accept the cards of that payment organization has ended; or that payment organization has notified you to stop using their trademarks
- > Don’t use the trademarks of ours or of the payment organizations in any way that injures or diminishes the goodwill associated with the trademarks
- > Don’t use our trademarks or the trademarks of the payment organizations in any manner, including in any advertisements, displays, or press releases, without our prior written consent

For special rules applying to the treatment of the American Express brand, please refer to Appendix 2.

2 Point-of-Sale (POS) reminders

You must clearly and conspicuously:

- > Disclose all material terms of sale prior to obtaining an authorization
- > At all points of interaction inform cardholders which entity is making the sales offer, so that the cardholders

can clearly distinguish you from any other party involved in the interaction

- > Disclose any discount/incentive for customers to pay with cash, check, credit card, or debit card and so on. Any such discount/incentive must be offered to all customers with no special treatment for any card brand or card-issuing bank

If you accept orders via the Internet, your website must include the following information in a prominent manner:

- > A complete description of the goods or services offered
- > Details of your (i) delivery policy; (ii) consumer data privacy policy; (iii) cancellation policy; and (iv) returns policy
- > The transaction currency (U.S. dollars, unless permission is otherwise received from Servicers)
- > The customer service contact, including email address and telephone number
- > Your address, including country
- > The transaction security used on your website
- > Any applicable export or legal restrictions
- > Your identity at all points of interaction with the cardholder
- > The date on which any free trial period ends

If you limit refund/exchange terms or impose other specific conditions for card sales, you must clearly print (in 1/4” letters) the words “No Exchange, No Refund,” etc. on the salesdraft.

During a liquidation or closure of any of your outlets, locations or businesses, you must post signs clearly visible to customers stating that “All Sales Are Final,” and stamp the sales draft with a notice that “All Sales Are Final.”

3 Validating the cards

Transactions where the cardholder is present – “Card Present” transactions

- > You must check the card if the cardholder is present at the point of sale
- > Verify that the card is legitimate and valid
- > Verify that the card is not visibly altered or mutilated
- > Capture card data using the POS device by swiping the card (magnetic stripe) tapping/waving the card (contactless) or inserting the card (chip card)
- > Ensure that the cardholder enters their PIN using the keypad if prompted or provides their signature unless you are participating in the ‘No Signature Required’ or PINless programs
- > Verify the card’s valid from date (if applicable) and the expiration date
- > Verify that the card number and expiration date on the card are the same as on the transaction receipt and the number displayed on the POS device
- > Verify that the name on the transaction receipt is the same as the name on the front of the card (if applicable)
- > Ensure that the cardholder appears to be the person shown in the photograph (for cards with a photograph of the cardholder)

Transactions where the cardholder is not present – “Card Not Present” transactions

This section applies to any transaction where the cardholder is not present, such as mail, telephone, Internet, and ecommerce.

You may only conduct Internet transactions if you have notified us in advance and received approval.

DO’S

- > Do obtain the card account number, name as it appears on the card, expiration date of the card, and the cardholder’s statement address
- > Do use the Address Verification Service (AVS). If you do not have AVS, contact Customer Service immediately.
- > Do clearly print the following on the sales draft, and provide a copy to the cardholder at the time of delivery
 - The last four digits of the cardholder’s account number
 - The date of transaction
 - A description of the goods and services

- The amount of the transaction (including shipping, handling, insurance, etc.)
 - The cardholder’s name, billing address, and shipping address
 - The authorization code
 - Your name and address (city and state required)
- > Do obtain proof of delivery of the goods or services to the address designated by the cardholder or, if the cardholder collects the goods or services in person, obtain an imprint of the card and the cardholder’s signature
 - > Do notify the cardholder of delivery time frames and special handling or cancellation policies
 - > Do ship goods within seven (7) days from the date on which authorization was obtained. If delays are incurred (for example, out of stock) after the order has been taken, notify the cardholder and obtain fresh authorization of the transaction.
 - > Do use any separate merchant identification numbers provided to you for Internet orders in all your requests for authorization and submission of charges
 - > Do provide at least one (1) month’s prior written notice to your acquirer of any change in your Internet address

DON’TS

- > Don’t exceed the percentage of your total payment card volume for Card Not Present sales, as set out in your application
- > Don’t submit a transaction for processing until after the goods have been shipped or the service has been provided to the cardholder – the only exception to this is where the goods have been manufactured to the cardholder’s specifications and the cardholder has been advised of the billing details. Don’t accept card account numbers by electronic mail.
- > Don’t require a cardholder to complete a postcard or another document that displays the cardholder’s account number in clear view when mailed or send any mailing to a cardholder that displays personal information in clear view

It is also recommended that, if feasible, you obtain and keep a copy on file of the cardholder’s signature authorizing you to submit telephone and mail order transactions.

Address Verification Service (AVS) (and other fraud mitigation tools such as Verified by Visa, Mastercard Secure Code, Card Validation Codes, and Card Identification) does not guarantee against chargebacks; but, if used properly, it assists you in reducing the risk of fraud by confirming

whether certain elements of the billing address provided by your customer matches the billing address maintained by the card-issuing bank. AVS also may help you avoid incurring additional interchange expenses. AVS is a separate process from obtaining an authorization and will provide a separate response. A transaction may be authorized regardless of the AVS response. It is your responsibility to monitor the AVS responses and use the information provided to avoid accepting high-risk transactions.

If a disputed charge arises for a transaction conducted over the Internet or electronically, a chargeback may be exercised for the full amount.

For Discover Network transactions, please refer to Appendix 3 for the Discover Network protocol for Internet transactions.

Customer-activated terminals and self-service terminals

Transactions processed at customer-activated terminals and self-service terminals have specific requirements for processing. You must contact Customer Service for approval and further instructions before conducting customer-activated terminal transactions or self-service terminal transactions.

4 Transaction guidelines

DO'S

- > Do only present for payment valid charges that arise from a transaction with a bona fide cardholder

DON'TS

- > Don't set a minimum transaction amount of more than \$10 for any credit cards or of any amount for debit cards or Alipay transactions
- > Don't set a maximum transaction amount for any credit cards
- > Don't establish any special conditions for accepting a card
- > Don't make any cash disbursements or cash advances to a cardholder as part of a transaction with the exception of the Discover Network Cash Over service
- > Don't accept any direct payments from cardholders for goods or services which have been included on a sales draft
- > Don't require a cardholder to supply any personal information for a transaction (for example, phone number, address, driver's license number) unless

- (i) instructed by the Voice Authorization Center
- (ii) presented an unsigned card; or (iii) processing a Card Not Present transaction don't submit any transaction representing the refinance or transfer of an existing cardholder obligation which is deemed uncollectible, for example, a transaction that has been previously charged back, or to cover a dishonored check

- > Don't submit sales drafts or credit drafts transacted on the personal card of an owner, partner, officer or employee of your business establishment or of a guarantor who signed your application form, unless such transaction arises from a bona fide purchase of goods or services in the ordinary course of your business
- > Don't carry out factoring, that is, the submission of authorization requests or sales drafts for card transactions transacted by another business

5 Security

You are responsible for maintaining the security of your POS devices and for instituting appropriate controls to prevent employees or others from submitting credits that do not reflect bona fide returns or reimbursements of earlier transactions.

Please comply with the data security requirements shown below:

DO'S

- > Do install and maintain a secure firewall configuration to protect data
- > Do protect stored data, and do encrypt the transmission of data sent across open/public networks, using methods indicated in the Payment Card Industry Data Security Standard (PCI DSS) which is available at: pcisecuritystandards.org
- > Do use and regularly update anti-virus software and keep security patches up-to-date
- > Do restrict access to data by business "need to know". Assign a unique ID to each person with computer access to data and track access to data by a unique ID.
- > Do regularly test security systems and processes
- > Do maintain a policy that addresses information security for employees and contractors
- > Do restrict physical access to cardholder information
- > Do destroy or purge all media containing obsolete transaction data with cardholder information

- > Do keep all systems and media containing card account, cardholder, or transaction information (whether physical or electronic) in a secure manner, so as to prevent access by, or disclosure to any unauthorized party
- > Do use only those services and devices that have been certified as PCI-DSS compliant by the payment organizations

DON'TS

- > Don't use vendor-supplied defaults for system passwords and other security parameters
- > Don't transmit cardholder account numbers to cardholders for Internet transactions
- > Don't store or retain card verification codes (three-digit codes printed on the back of most cards and a four-digit code printed on the front of an American Express card) after final transaction authorization
- > Don't store or retain magnetic stripe data, PIN data, chip data, or AVS data - only cardholder account number, cardholder name and cardholder expiration date may be retained subsequent to transaction authorization

For internet transactions, copies of the transaction records may be delivered to cardholders in either electronic or paper format.

6 TransArmor services

If you are receiving TransArmor services from us, the important DO's and DON'Ts listed below apply to you:

DO'S

- > Do comply with the payments organization rules, including PCI DSS
- > Do demonstrate and maintain your current PCI DSS compliance certification. Compliance must be validated either by a Qualified Security Assessor (QSA) with corresponding Report on Compliance (ROC) or by successful completion of the applicable PCI DSS Self-Assessment Questionnaire (SAQ) or Report on Compliance (ROC), as applicable, and if applicable to your business, passing quarterly network scans performed by an Approved Scan Vendor, all in accordance with payments organization rules and PCI DSS.
- > Do ensure that all third parties and software that you use for payment processing comply with the PCI DSS
- > Do deploy the data protection solution (including implementing any upgrades to such service within a commercially reasonable period of time after receipt

of such upgrades) throughout your systems including replacing existing card numbers on your systems with tokens

- > Do use the token in lieu of card numbers for ALL activities subsequent to receipt of the authorization response, including settlement processing, retrieval processing, chargeback and adjustment processing, and transaction reviews
- > Do ensure that any POS device, gateway or VAR is certified by us for use with the data protection solution. If you are uncertain whether your equipment is compliant, contact a customer service representative at 866-359-0978.
- > If you send or receive batch files containing completed card transaction information to/from us, do use the service provided by us to enable such files to contain only tokens or truncated information
- > Do use truncated report viewing and data extract creation within reporting tools provided by us
- > Do follow rules or procedures we may provide to you from time to time regarding your use of the data protection solution
- > Do promptly notify us of a breach of any these terms

DON'TS

- > Don't retain full card numbers, whether in electronic form or hardcopy
- > Don't use altered version(s) of the data protection solution
- > Don't use, operate or combine the data protection solution or any related software, materials or documentation, or any derivative works thereof with other products, materials or services in a manner inconsistent with the uses contemplated in this section

7 Debit cards

When accepting debit cards, you'll need to follow the specific requirements for each debit network, as well as, the general requirements set out in this section.

DO'S

- > Do read the account number electronically from the magnetic stripe/chip for transactions authenticated with a PIN. If the magnetic stripe/chip is unreadable, you must request another form of payment from the cardholder.

DON'TS

- > Don't process a credit card transaction in order to provide a refund on a debit card transaction

- > Don't complete a debit card transaction without:
 - Entry of the PIN by the cardholder (and no one else)
 - Signature by the cardholder (and no one else)

Unless the transaction is a “no-signature” debit transaction or a “PINless” PIN debit transaction specifically supported by the debit network.

- > Don't accept the PIN from the cardholder verbally or in written form
- > Don't manually enter the account number for PIN debit transactions. Signature debit transactions may be key entered if you are unable to swipe the card.

The debit network used to process your debit transaction will depend upon, among other things, our own business considerations, the availability of the debit network at the time of the transaction, and whether a particular debit card is enabled for a particular debit network.

The debit network used to route your transaction may or may not be the lowest cost network available. We may in our sole discretion:

- > Use any debit network available to us for a given transaction (including any of our affiliated PIN debit networks)
- > Add or remove debit networks available to you based on a variety of factors including availability, features, functionality and our own business considerations

YOU ARE RESPONSIBLE FOR SECURING YOUR POS DEVICES AND IMPLEMENTING APPROPRIATE CONTROLS TO PREVENT EMPLOYEES OR OTHERS FROM SUBMITTING CREDITS AND VOIDS THAT DO NOT REFLECT BONA FIDE RETURNS OR REIMBURSEMENTS OF PRIOR TRANSACTIONS.

You may offer cash back to your customers when they make a PIN debit card purchase. You may set a minimum and maximum amount of cash back that you will allow. If you are not currently offering this service, your POS device may require additional programming to begin offering cash back as long as it is supported by the debit network.

You must reconcile your accounts for each location daily and notify us within 24 hours of any issues.

An adjustment is a transaction that is initiated to correct a debit card transaction that has been processed in error. For signature debit transactions (i.e., “no-signature” debit transactions), both the cardholder and the card-issuing bank have the right to question or dispute a transaction. If these questions or disputes are not resolved, a chargeback may occur. You are responsible for all adjustment and chargeback fees that may be charged by a debit network.

An adjustment may be initiated for many reasons, including:

- > The cardholder was charged an incorrect amount, whether too little or too much
- > The cardholder was charged more than once for the same transaction
- > A processing error may have occurred that caused the cardholder to be charged even though the transaction did not complete normally at the point of sale
- > A cardholder is disputing the goods or services provided

All parties involved in processing adjustments and chargebacks are regulated by time frames that are specified in the operating rules of the applicable debit network, the Electronic Funds Transfer Act, Regulation E, and other applicable law.

8 Electronic Benefit Transfer (EBT) transactions

We offer electronic interfaces to Electronic Benefit Transfer (EBT) networks for the processing, settlement and switching of EBT transactions initiated through the use of a state-issued EBT card at your point of sale terminal(s) so that EBT recipients may receive EBT benefits.

EBT benefits may comprise:

- > United States Department of Agriculture, Food, and Nutrition Service (FNS)
- > Supplemental Nutrition Assistance Program (SNAP)
- > Women, Infants and Children Benefits (WIC Benefits)
- > Government delivered cash

If you accept EBT transactions or provide EBT benefits:

DO'S

- > Do provide EBT benefits to EBT recipients in accordance with applicable law and the procedures set out in the Quest rules, in the amount authorized through your terminal, upon presentation by an EBT recipient of an EBT card and such EBT recipient's entry of a valid PIN
- > Do use POS Terminals, PIN pad and printer, or other equipment that meets required standards (i.e., those set out in the Quest rules) during your normal business hours and in a manner consistent with your normal business practices
- > Do comply with the procedures set out in the Quest rules for authorization of EBT benefits if your terminal fails to print EBT benefit issuance information as approved and validated as a legitimate transaction

- > Do provide a receipt for each EBT transaction to the applicable EBT recipient
- > Do provide EBT benefits for EBT recipients from all states
- > Do notify us promptly if you plan to stop accepting EBT cards and providing EBT benefits or if you are unable to comply with this section or the Quest rules
- > Do adequately display any applicable state's service marks or other licensed marks, including the Quest marks, and other materials supplied by us in accordance with the standards set by the applicable state
- > Do use any marks only to indicate that EBT benefits are issued at your location(s)
- > Do maintain adequate cash on hand to issue EBT service provider authorized cash benefits
- > Do issue cash benefits to EBT recipients in the same manner and to the same extent cash is provided to your other customers

DON'TS

- > Don't accept EBT cards or provide EBT benefits at any time other than in compliance with this section or the Quest rules
- > Don't designate and direct EBT recipients to special checkout lanes restricted to use by EBT recipients unless you also designate and direct other customers to special checkout lanes for debit cards, credit cards or other payment methods such as checks other than cash
- > Don't resubmit any EBT card transaction except as specifically permitted by the applicable Quest rules and procedures
- > Don't accept any EBT card for any purpose other than providing EBT benefits, including without limitation accepting an EBT card as security for repayment of any EBT recipient obligation to you. If you violate this requirement, you will be obligated to reimburse the state or us for any EBT benefits unlawfully received by either you or an EBT recipient to the extent permitted by law.
- > Don't dispense cash for FNS, SNAP, and WIC Benefits
- > Don't disclose individually identifiable information relating to an EBT recipient or applicant for EBT benefits without prior written approval of the applicable state
- > Don't use the marks of any EBT service provider without prior written approval from such EBT service provider
- > Don't indicate that we, any state, or its EBT service provider endorse your goods or services

- > Don't require, or in your advertising suggest, that any EBT recipient must purchase goods or services from you as a condition to receiving cash benefits, unless such condition applies to other customers as well

You must take sole responsibility for the provision of any EBT benefits other than in accordance with authorizations received from the EBT service provider.

If an authorized terminal is not working or the EBT system is not available:

DO'S

- > Do manually accept EBT cards and manually provide EBT benefits in the amount authorized through the applicable EBT service provider to the EBT recipients at no cost to the EBT recipients upon presentation by an EBT recipient of their EBT card
- > Do obtain an authorization number for the amount of the purchase from the applicable EBT service provider while the respective EBT recipient is present and before you provide the EBT recipient with any FNS, SNAP and WIC benefits, or cash benefits, as applicable
- > Do properly and legibly enter the specified EBT recipient, clerk and sales information, including the telephone authorization number, on the manual sales draft
- > Do clear all manual vouchers authorizations on your point of sale terminal within fourteen (14) days after the date of applicable voice authorization. If a voucher expires before it has been cleared by your terminal for payment, no further action can be taken to obtain payment for the voucher.

DON'TS

- > Don't attempt to voice authorize a manual EBT transaction if the EBT recipient is not present to sign the voucher. The EBT recipient must sign the voucher. You must give a copy of the voucher to the EBT recipient at the time of authorization and retain one copy for your records.
- > Don't re-submit a manual sales draft for payment for a transaction if you have not received an authorization number
- > Don't mail vouchers requesting payment

You must take sole responsibility for (and you will not be reimbursed in respect of) a manual transaction, if you fail to obtain an authorization number from the applicable EBT service provider in accordance with this section or otherwise fail to process the manual transaction in accordance with the Quest rules, except as specifically provided in the Quest rules.



Part II

Gives you information about transaction types (i.e., chargebacks and retrievals)

This part of “Your Payments Acceptance Guide” reviews essential elements of a transaction, including authorizations, issuing refunds and exchanges, and handling special transactions like recurring payments. You’ll also find information about chargebacks and processes to put in place to avoid chargebacks. Feel free to contact Customer Service with any questions that arise as you review this information.

9 Authorizations

General

- > You must obtain an authorization approval code from us for all transactions
- > A positive authorization response remains valid for the time frame set out in Section 19
- > An authorization approval code only indicates the availability of funds on an account at the time the authorization is requested. It does not indicate that the person presenting the card is the rightful cardholder, nor is it a promise or guarantee that you will not be subject to a chargeback or adjustment.
- > You must not attempt to obtain an authorization approval code from anyone other than us, unless we have authorized you to use a third-party authorization system as set out in Section 9. An authorization approval code from any other source may not be valid.
- > If you use Address Verification Services (AVS), you must review the AVS response separately from the authorization response and make your own decision about whether to accept the transaction. A transaction may receive an authorization approval code from the card-issuing bank even if AVS is unavailable or reflects that the address provided to you does not match the billing address on file at the card-issuing bank.
- > If you receive a referral response to an attempted authorization, you must not:
 - Submit the transaction without calling for and receiving a voice authorization
 - Attempt another authorization on the same card through your POS device
- > You must not attempt to obtain multiple authorizations for a single transaction. If a sale is declined, do not take alternative measures with the same card to obtain an approval of the sale from other authorization sources. Instead, request another form of payment.
- > If you fail to obtain an authorization approval code or if you submit a card transaction after receiving a decline

(even if a subsequent authorization attempt results in an authorization approval code), your transaction may result in a chargeback and it may be assessed fines or fees by the payment organizations for which you will be responsible. Fees currently range from \$25 to \$150 per transaction.

- > You will be charged for a request for an authorization approval code (where applicable), whether or not the transaction is approved
- > For Card Present transactions, it is highly recommended that you use your electronic authorization device to swipe (magnetic stripe), tap/wave (contactless), or insert (chip) cards

Card Not Present transactions

It is highly recommended that you obtain the three-digit card verification code on the back of the card (or the four-digit verification code on the front of American Express cards) and that you include this code with each Card Not Present authorization request unless the transaction is a recurring transaction.

For recurring transactions, submit the card verification code only with the first authorization request and not with subsequent authorization requests.

For American Express Card Not Present transactions, please also refer to Appendix 2. For Discover Network Card Not Present transactions, please also refer to Appendix 3. PayPal and Alipay do not allow Card Not Present transactions.

Authorization via telephone (other than terminal/electronic device users)

- > You must call your designated Voice Authorization Toll-Free Number and enter the authorization information into the VRU using a touch-tone phone or hold for an authorization representative
- > If the Voice Authorization Center asks you to obtain identification from the cardholder before issuing an approval code, you must clearly write the appropriate identification source and numbers in the space provided on the sales draft

- > If the Voice Authorization Center asks you to confiscate a card, do not take any action that will alarm or embarrass the card presenter, and send the card to Rewards Department, P.O. Box 5019, Hagerstown, MD 21740. You may be paid a reward for the return of the card.
- > If the sale is declined, please remember that our operators are only relaying a message from the card-issuing bank. The fact that a sale has been declined must not be interpreted as a reflection of the cardholder's creditworthiness. You must instruct the cardholder to call the card-issuing bank.

Authorization via electronic devices

- > If you use an electronic terminal to obtain authorization approval codes, you must obtain the authorization approval codes for all sales through this equipment
- > If your terminal malfunctions, please refer to your "Quick Reference Guide" or call the POS Help Desk. Please remember to check your terminal periodically because most terminal problems are temporary in nature and are quickly corrected.
- > If a terminal is moved or if wires are disconnected, causing malfunction, call the POS Help Desk immediately and follow their instructions. You may be responsible for any service charges incurred for reactivation of the terminal.
- > Until the terminal becomes operable, you must call your designated Voice Authorization Toll-Free Number and enter authorization information into the VRU using a touch-tone phone. During this time, each transaction must be imprinted using a manual Imprinter machine.

Third-party authorization systems

If you have contracted to use one of our authorization services, you must not use another third-party authorization system without notifying Customer Service. Otherwise, we will be unable to successfully research and defend any authorization related chargebacks on your behalf. This delay will significantly decrease your time to research and provide proof of authorization, thus reducing your opportunity to reverse a chargeback.

If you use another authorization network:

- > You will be responsible for the downgrade of any transactions to a higher cost interchange that result from any mismatch of information to our systems and those of third-party authorization networks
- > Liability resulting from discrepancies with that network must be resolved between you and that network. We will not research chargebacks resulting from authorization approval codes obtained from another authorization service organization. Such chargebacks will be passed through to you for resolution. If an authorization provided by a third-party authorization system is challenged in a chargeback, you must obtain proof (e.g., third-party authorization logs) from the authorization source and submit it to us within the time frame specified on the chargeback documentation.

Call the following for other card types, each of which is available 24 hours/day; 7 days/week:

American Express Direct	1-800-528-2121
JCB, International (For YEN and CAD currency only)	1-800-522-9345
TeleCheck	1-800-366-5010
Voyager	1-800-987-6589
WEX	1-800-842-0071

You must enter manually all approved sales that have been authorized in this manner as "post authorization" transactions into the terminal, once the terminal becomes operational. You must enter all credit transactions into the terminal for data capture. If you receive a referral and subsequently receive an approval, you may be subject to a chargeback. You must imprint the card using a manual

imprinter machine to reduce the risk of such a chargeback. For specific procedures on electronic data capture, refer to the "Terminal Operating Instructions/Users Guide." If the terminal malfunctions for more than twenty-four (24) hours, contact Customer Service for further instructions on processing your transactions.

Automated dispensing machines

You must produce records for all transactions originating with automated dispensing machines or limited amount terminals. Such records must include the last four digits of the cardholder account number, merchant's name, terminal location, transaction date, identification of transaction currency, transaction type (purchase), authorization code, and amount.

For Discover Network transactions, please refer to Appendix 3 for instructions on how to cancel an authorization. For PayPal transactions, please refer to Appendix 4 for instructions on how to cancel an authorization.

Partial authorization and authorization reversal

Partial authorization provides an alternative to a declined transaction by permitting a card-issuing bank to return an authorization approval for a partial amount. This amount is less than the transaction amount requested because the available card balance is not sufficient to approve the transaction in full. The cardholder is able to use the funds remaining on the card to pay for a portion of the purchase and select another form of payment (in other words, another payment card, cash, check) for the remaining balance of the transaction.

- For Mastercard transactions, partial authorization is optional for batch authorized ecommerce transactions, mail order, telephone order transactions and recurring payment transactions
- For Discover transactions, partial authorization support is optional for Card Not Present transactions. If you support partial authorizations, a partial authorization indicator must be included in each authorization request.

You must submit an authorization reversal if the authorization is no longer needed, a partial amount of the total authorized is submitted for the settled transaction, or the cardholder elects not to complete the purchase. The transaction sent for settlement must be no more than the amount approved in the partial authorization response. If you wish to support partial authorization functionality, you must contact Customer Service for additional rules and requirements.

10 Special types of transactions

Payment by installments

If a cardholder makes a deposit toward the full amount of the sale price and pays the balance on delivery, please follow the procedures set out in this section.

DO'S

- > Do execute two separate sales drafts and obtain an authorization for each sales draft on each transaction date
- > Do indicate on each sales draft:
 - Whether it is for the deposit or the balance of payment
 - The authorization date and approval code
- > Do submit and seek authorization of each delayed delivery transaction under the same merchant identification number and treat deposits on the card no differently than you treat deposits on all other payment products
- > Do complete Address Verification for each "balance" authorization
- > Do obtain proof of delivery upon delivery of the services/merchandise purchased

DON'TS

- > Don't submit sales data to us relating to the "balance" until the goods have been completely delivered or the services fully provided

If delivery occurs after the time frames set out in Section 19, you must obtain a new authorization for the unprocessed portion of the transaction prior to delivery. If the transaction is declined, contact the cardholder and request another form of payment.

For example: On January 1, a cardholder orders \$2,200 worth of furniture and you receive an authorization for the full amount; however, only a \$200 deposit is processed leaving a \$2,000 balance remaining on the furniture. An authorization reversal must be processed for \$2,000. When the goods are available to ship, the \$2,000 transaction balance must be reauthorized.

Advance payment charges

If you permit or require cardholders to make advance payment charges for the following types of goods or services, please follow the procedures set out in this section:

- > Custom-orders (e.g., orders for goods to be manufactured to a customer's specifications)
- > Ticketing for events or entertainment (e.g., sporting events, or concerts)
- > Tuition, room, board, and other mandatory fees (e.g., library or other students services fees at universities)

- > Tickets for airlines, rail lines, cruise lines, lodging, and other travel-related services (e.g., tours or guided expeditions)
- > Vehicle rentals
- > In-store merchandise not immediately available (e.g., merchandise pre-purchased for an upcoming sale event or merchandise on layaway)

For all advance payment transactions:

- > Do state your full cancellation and refund policies
- > Do clearly disclose your intention to receive advance payment
- > Before you request an authorization, do obtain written consent from the cardholder to bill the card for an advance payment charge

The cardholder's consent must include (1) a detailed description of the goods or services to be provided, and (2) his or her agreement to all of the terms of the sale (including price, any cancellation or refund policies), and the expected delivery date of the goods or services;

- > Do obtain an authorization approval
- > Do complete a sales draft
- > If you cannot deliver the goods or services (e.g., because custom-ordered merchandise cannot be fulfilled) and cannot make other arrangements, do immediately issue a credit for the full amount of the advance payment charge

For Card Not Present transactions involving an advance payment:

- > Do ensure that the sales draft contains the words "Advance Payment"
- > Within twenty-four (24) hours of the advance charge being authorized, do provide the cardholder with written confirmation (e.g., by email or facsimile) that advance payment charge has been made, the written confirmation must include (1) a detailed description of the goods or services to be provided; (2) the amount of the charge; (3) the confirmation number (if applicable); (4) the details of any cancellation or refund policies; and (5) the expected delivery date of the goods or services

Recurring transactions

If you process recurring transactions and charge a cardholder's account periodically for goods or services (e.g., yearly subscriptions, annual membership fees, etc.), please follow the procedures set out in this section.

DO'S

- > Do obtain written cardholder approval for goods or services to be charged on a recurring basis to the cardholder's account. Approval must at least specify:
 - The cardholder's name, address, account number, and expiration date
 - The transaction amounts
 - The timing or frequency of recurring charges
 - The duration of time for which the cardholder's approval is granted
 - For Discover Network and PayPal transactions, the total amount of recurring charges to be billed to the cardholder's account, (i.e., taxes and tips), and your merchant identification number
- > Do obtain an authorization for each transaction
- > Do include the recurring payment indicator in each authorization request, and as applicable, each batch submission entry
- > Do indicate on the sales draft "Recurring Transaction" (or "P.O." for Mastercard transactions)
- > For Discover Network and PayPal recurring transactions, do include a toll-free customer service number that the cardholder can call to cancel his/her approval for the recurring transaction or to obtain other assistance relating to the recurring transaction

DON'TS

- > Don't include partial payments for goods or services purchased in a single transaction
- > Don't impose a finance charge in connection with the recurring transaction or preauthorized order
- > Don't complete a recurring transaction after receiving a cancellation notice from the cardholder or card-issuing bank or after a request for authorization has been denied
- > Don't store a payment credential if either the first payment transaction or account verification is declined

It is highly recommended that you obtain the three-digit card verification code on the back of the card (or the four-digit verification code on the front of American Express cards), include the number with the first authorization request. This is not required for subsequent authorization requests.

A positive authorization response for one recurring transaction is not a guarantee that any future recurring transaction authorization request will be approved or paid.

If the recurring transaction is renewed, you must obtain from the cardholder a new written request for the continuation of such goods or services to be charged to the cardholder's account.

If you or we have terminated your right to accept cards, you must not submit authorization requests or sales data for recurring transactions that are due after the date of such termination.

For American Express transactions please also see Appendix 2.

Stored payment credential transactions

If you store information (including, but not limited to, an account number or payment token) to process future purchases on behalf of the cardholder, follow the procedures set out in this section.

DO'S

- > Do include the appropriate data values when a payment credential is being stored for the first time
- > Do include the appropriate data values when a payment credential is being used to initiate a stored credential transaction
- > Do include the appropriate data values when a payment credential is being used to identify an unscheduled credentials on file transaction
- > Do submit a valid authorization if an amount is due at the time the payment credential is being stored
- > Do submit an authorization verification if no payment is due at the time the payment credential is being stored

DON'TS

- > Don't store a payment credential if either the first payment transaction or account verification is declined

Card checks

If you accept card checks, you must treat checks from all the payment organizations that you accept equally (e.g., if you accept Mastercard and American Express, your check acceptance policy must treat checks for both of these payment organizations equally). You should handle these card checks like any other personal check drawn upon a bank in the United States.

11 Sales drafts

DO'S

- > Do prepare a sales draft for each transaction and provide a copy of the sales draft or transaction receipt to the cardholder at the time the card transaction is completed. An exception is eligible transactions participating in any of the 'No Signature Required' programs.
- > Do only collect transaction data provided directly to you by the cardholder
- > Do include all of the following information on a single page document constituting the sales draft
 - The cardholder's account number
 - Cardholder's signature, unless you participate in any of the 'No Signature Required' programs. For the 'No Signature Required' programs, Visa, Mastercard, Discover, and American Express does not require you to obtain signatures at the point-of-sale for credit or debit transactions unless required by law
 - Date of the transaction
 - The total amount of the transaction, including any taxes to be collected, in the approved currency of the sale
 - Description of the goods or services involved in the transaction - if there are too many items, combine them into one description; (e.g., "clothing") to ensure that all information is contained on a single page
 - Description of your merchandise return and credit/refund policy
 - A valid authorization code
 - Merchant's Doing Business As ("D/B/A") name and location (city and state required) and merchant identification number. The merchant identification number is optional but if provided for Discover, include only the last four digits
- > If the card has a magnetic stripe and the POS device fails to read the magnetic stripe, or if you are required to obtain a voice authorization, you must also use a manual imprinting machine to make a clear impression of the card on the same side of the signed sales draft. If you work in the face-to-face sales environment, you may include the card verification code in the authorization request for U.S. domestic key-entered transactions in lieu of taking a manual card imprint, except for Discover.

DON'TS

- > Don't include the card expiration date or any more than the last four digits of the card number in the copy of the sales draft which you provide to the cardholder
- > When imprinting sales drafts, you must not alter the cardholder account number, circle or underline any information on the sales draft or alter a sales draft in anyway after the transaction has been completed and signed. Stray marks and other alterations on a sales draft may result in it becoming unreadable or illegible.

If you are EMV® enabled, you may elect to participate in the 'No Signature Required' programs. For the 'No Signature Required' programs, you are not required to:

- > Provide a transaction receipt, unless requested by the cardholder; or
- > Obtain the cardholder's signature provided you transmit the full track data/full chip card data in the authorization request regardless of the sale amount.

12 Refunds

DO'S

- > Do provide clear instructions to your customers regarding returns, including the following:
 - Customer service telephone number
 - Reference number for the return
 - Expected processing time for the credit
 - Return address, preferably on a pre-formatted shipping label (if applicable)
- > Do document your cancellation policy and terms and conditions on the contract the cardholder signs, or on your website, as applicable
- > Do create a credit draft containing the following information for every refund:
 - The account number
 - The cardholder's name
 - Your name, city, state, and merchant identification number. The merchant identification number is optional but if provided for Discover, only include the last four-digits.
 - Transaction type
 - A description of the goods or services
 - The transaction date of the credit; the total amount of the credit

- For Discover Network transactions, the approved currency used and the signature of your authorized representative or employee
- for PayPal transactions, the approved currency used and the signature of your authorized representative or employee
- > Do submit all credit drafts to us within the time frames set out in Section 19
- > Do submit each credit under the establishment where the credit originated
- > Do provide full refunds for the exact dollar amount of the original transaction including tax, handling charges, etc., and in no circumstances provide a refund amount for more than the original card sale amount
- > Do write clearly all amounts and other handwritten information – stray marks on the credit draft will render it illegible
- > If the card cannot be swiped for any reason, do imprint the credit draft with the same card used by the cardholder to make the original purchase when applicable
- > Do ensure that the cardholder signs the credit draft, give the cardholder the appropriate copy, and deposit the credit draft immediately

DON'TS

- > Don't circle or underline any information on the credit draft
- > Don't credit an account that differs from the account used for the original transaction
- > Don't include the card expiration date or any more than the last four digits of the card number in the copy of the credit draft which you provide to the cardholder
- > Don't give cash, check credit refunds or other consideration for card sales, with the exception of the following type of Visa transactions only:
 - Visa Easy Payment Service Transaction or if EMV enabled and participating in Visa's "No Signature Required" program
 - the recipient of the gift is not the cardholder
 - Visa prepaid card transaction if the cardholder states that the Visa prepaid card has been discarded
- > Don't intentionally submit a sale and an offsetting credit at a later date solely for the purpose of debiting and crediting your own or a customer's account
- > Don't process a credit transaction after a chargeback has been received

Authorization is not required for credits.

Your website must communicate your refund policy to your customers and require your customers to select a “click-to-accept” or another affirmative button to acknowledge the policy. The terms and conditions of the purchase must be displayed on the same screen view as the checkout screen that presents the total purchase amount, or within the sequence of website pages the cardholder accesses during the checkout process.

For American Express transactions, please also refer to Appendix 2.

13 Exchanges

For an even exchange, no additional paperwork is necessary and you may simply follow your standard company policy.

For an uneven exchange, you must complete a credit draft, and follow the procedures outlined in Section 11 for the total amount of the goods returned. The cardholder’s account will be credited for that amount. Then, complete a new sales draft for the total amount of any new goods purchased.

14 Chargebacks, retrievals, and other debits

Chargebacks

Both the cardholder and the card-issuing bank have the right to question or dispute a transaction. If such questions or disputes are not resolved, a chargeback may occur. You are responsible for all chargebacks, our chargeback fees and related costs arising from your transactions. As a result, we will debit your settlement account or settlement funds for the amount of each chargeback.

Due to the short time frames and the supporting documentation necessary to successfully (and permanently) reverse a chargeback in your favor, we strongly recommend that:

- > You adhere to the guidelines and procedures outlined in this guide
- > If you do receive a chargeback, investigate, and if you dispute the chargeback, submit the appropriate documentation within the required time frame
- > Whenever possible, contact the cardholder directly to resolve the dispute (except with respect to a Discover Network cardholder with whom direct contact regarding the dispute is prohibited by Discover Network Card Organization Rules)
- > If you have any questions, call Customer Service

You must not process a credit transaction once a chargeback is received, even with cardholder authorization, as the credits may not be recoverable and you may be financially responsible for the credit as well as the chargeback. Instead, the card-issuing bank will credit the cardholder’s account.

Chargeback process

If the card-issuing bank submits a chargeback, we will send you a chargeback notification, which may also include a request for transaction documentation. Due to the short time requirements imposed by the payment organizations, it is important that you respond to a chargeback notification and transaction documentation request within the time frame set out in the notification.

Upon receipt of a transaction documentation request, you must immediately retrieve the requested sales draft(s) using the following guidelines:

- > Make a legible copy, centered on 8-1/2 x 11-inch paper (only one (1) sales draft per page)
- > Write the ‘case number’ from the request for transaction documentation on each copy/page
- > If applicable, make copies of a hotel folio, car rental agreement, mail/phone/Internet order form, or other form of receipt
- > If a credit transaction has been processed, make a copy of the credit draft
- > Letters are not acceptable substitutes for sales drafts
- > Fax or mail legible copies of the sales draft(s) and credit drafts, if applicable, to the fax number or mail address provided on the request form
- > If you fax your response, please (i) set your fax machine to print your fax number and name on the documents that you send, and (ii) set the scan resolution on your fax machine to the highest setting. We can use this information to help determine where the documentation received originated from if additional research is required, and the higher resolution setting improves the clarity of characters and graphics on the documentation transmitted and helps reduce the number of illegible fulfillments and chargebacks.

We strongly recommend that you also include a detailed rebuttal letter along with all pertinent documents when responding to a transaction request or a chargeback notification (for example, rental agreement, imprinted portion of the invoice or sales draft; the portion signed by the cardholder; and the area where the authorization codes, with amounts and dates, are located).

If the information you provide is both timely and, in our sole discretion, sufficient to warrant a re-presentation of the transaction or reversal of the chargeback, we will do so on your behalf. However, a re-presentation or reversal is ultimately contingent upon the card-issuing bank and/or cardholder accepting the transaction under applicable payment organization guidelines. Re-presentation or reversal is not a guarantee that the chargeback has been resolved in your favor.

If we do not receive a clear, legible and complete copy of the transaction documentation within the time frame specified on the request, you may be subject to a chargeback for “non-receipt” for which there is no recourse.

If you do not dispute the chargeback within the applicable time limits as set by the payment organization rules and regulations, you will forfeit your reversal rights. Our only alternative, which is available for Visa and Mastercard only, is to attempt a “good faith collection” from the card-issuing bank on your behalf for non-fraud chargeback reason codes. This process can take up to six (6) months and must meet the card-issuing bank’s criteria (for example, at or above a set dollar amount). Good faith collection attempts are not a guarantee that any funds will be collected on your behalf. Card-issuing banks normally charge good faith collection fees, which are deducted from the transaction amount if accepted in addition to any processing fees that are charged by us.

The card-issuing bank may charge a handling fee which will be debited from your settlement account or settlement funds if a transaction documentation request results from a discrepancy between the sales draft and the transmitted record regarding any of the following:

- > The name of your business
- > The city, state, or country listed for your business
- > The transaction date

Visa: If we reverse the chargeback and re-present the transaction to the card-issuing bank, the card-issuing bank, at its sole discretion, may elect to submit the matter for arbitration before Visa. Visa currently charges a filing fee and a review fee. Whether or not a decision is made in your favor, you will be responsible for all such fees and charges and any other applicable fees and charges imposed by Visa. Such fees and charges will be debited from your settlement account or settlement funds, in addition to the chargeback.

STAR: If we reverse the chargeback and re-present the transaction to the card-issuing bank, the card-issuing bank, at its sole discretion, may elect to submit the matter for arbitration before STAR. Whether or not a decision is made

in your favor, you will be responsible for all fees and charges relating to that arbitration and any other applicable fees and charges imposed by STAR. Such fees and charges will be debited from your settlement account or settlement funds, in addition to the chargeback.

Mastercard: If we reverse the chargeback and re-present the transaction to the card-issuing bank, the card-issuing bank, at its sole discretion, may elect to resubmit the chargeback. In such event, at our discretion, we will debit your settlement account or settlement funds for the chargeback. However, if you feel strongly that it is an invalid chargeback, we may, on your behalf and at your request, submit the matter for arbitration before Mastercard. Mastercard currently charges a filing fee and a review fee. Whether or not a decision is made in your favor, you will be responsible for all such fees and charges, and any other charges imposed by Mastercard. Such fees and charges will be debited from your settlement account or settlement funds, in addition to the chargeback.

Discover Network: If Discover Network rejects our re-presentation request and you feel strongly that the chargeback is invalid, we may, at our discretion and on your behalf and at your request, submit the matter for dispute arbitration before Discover Network. Discover Network charges acquirers fees for re-presentation requests and matters submitted to Discover Network for arbitration. We, in turn, may charge you fees for these items.

PayPal: If PayPal rejects our re-presentation request and you feel strongly that the chargeback is invalid, we may, at our discretion and on your behalf and at your request, submit the matter for dispute arbitration before PayPal. PayPal charges acquirers fees for re-presentation requests and matters submitted to PayPal for arbitration. We, in turn may charge you fees for these items.

American Express: You may request a chargeback reversal if the chargeback was applied in error, provided that (i) you have responded to the original inquiry within the specified time frame set out in your dispute notification, and (ii) you have provided all supporting documentation to substantiate the error.

Alipay: Refer to Appendix 5.

Chargeback reasons

The following section outlines the most common types of chargebacks. This list is not exhaustive. Within each group, we have included recommendations on how to reduce the risk of chargebacks. These are recommendations only, and do not guarantee that you will eliminate chargebacks.

Chargebacks due to authorization

Description

Proper authorization procedures were not followed and valid authorization was not obtained.

Likely scenario

- > Authorization not obtained
- > Authorization was declined
- > Transaction processed with an expired card and authorization was not obtained
- > Transaction processed with an invalid account number and authorization was not obtained
- > Card Recovery Bulletin (CRB) or Exception File was not checked (transactions below floor limit)

Recommendations to reduce the risk of chargeback

- > Obtain valid authorization on the day of the transaction
- > If you receive the following responses:
 - Decline – request another form of payment from the cardholder
 - Referral – follow the voice procedures to obtain a valid authorization and obtain an imprint of the card
 - “Pick-up” – means that the card-issuing bank is asking for the card to be returned – you must not accept the card for payment and, in addition, you may retain the card and send it to us so that we can arrange for its return to the card-issuing bank
- > You must not exceed any pre-determined thresholds for specific POS device types as specified by each payment organization
- > You must ship goods within the time frame set out in Section 19, after you have obtained authorization

Chargebacks due to cancellation and returns

Description

Credit was not processed properly or the cardholder has canceled or returned items.

Likely scenario

- > Cardholder received damaged or defective merchandise
- > Cardholder continued to be billed for canceled recurring transaction
- > Credit transaction was not processed

Recommendations to reduce the risk of chargeback

- > Issue credit to the cardholder on the same account as the purchase in a timely manner
- > Do not issue credit to the cardholder in the form of cash, check or in-store/merchandise credit as we may not be able to recoup your funds if the transaction is charged back
- > For recurring transactions ensure customers are fully aware of the conditions:
 - Cancel recurring transactions as soon as notification is received from the cardholder or as a chargeback, and issue the appropriate credit as needed to the cardholder in a timely manner
 - Notify the cardholder within 10 days (domestic) and 15 days (international) in advance of each billing, to allow the cardholder time to cancel the transaction
- > Provide proper disclosure of your refund policy for returned/canceled merchandise, or services to the cardholder at the time of transaction. Card present, cardholder signed the sales draft containing disclosure.
- > If applicable, the words “NO EXCHANGE, NO REFUND,” etc. must be clearly printed in 1/4-inch lettering on the sales draft:
 - Ecommerce, provide disclosure on your website on the same page as check out. Require the cardholder to click to accept prior to completion.
 - Card Not Present, provide the cancellation policy at the time of the transaction
- > For any Travel & Entertainment (T&E) transaction, provide cancellation numbers to cardholders when the services are canceled
- > Ensure delivery of the merchandise or services ordered to the cardholder
- > Participate in recommended fraud mitigation tools

Chargebacks due to fraud

Description

Transactions that the cardholder claims are unauthorized; the account number is no longer in use or is fictitious, or the merchant was identified as “high risk.”

NOTE: For Visa transactions, to ensure that you preserve your chargeback rights, you must:

- > Complete a retrieval request and provide a sales slip that contains all required data elements

- > Respond to all retrieval requests with a clear legible copy of the transaction document that contains all required data elements within the specified time frame

Likely scenario

- > Multiple transactions were completed with a single card without the cardholder's permission
- > A counterfeit card was used and proper acceptance procedures were not followed
- > Authorization was obtained; however, full track data was not transmitted
- > The cardholder states that they did not authorize or participate in the transaction

Recommendations to reduce the risk of chargeback Card Present Transactions:

- > Obtain an authorization for all transactions
- > For recurring transactions ensure customers are fully aware of the conditions:
 - Cancel recurring transactions as soon as notification is received from the cardholder or as a chargeback, and issue the appropriate credit as needed to the cardholder in a timely manner
 - Notify the cardholder within 10 days (domestic) and 15 days (international) in advance of each billing, allowing the cardholder time to cancel the transaction
 - American Express customers have the option to receive written notification of the recurring transaction at least (10) days prior to submitting, or any time the charge amount exceeds a maximum amount that has been set by the cardholder
- > If you are utilizing an electronic device to capture card data, swipe, dip or wave all card transactions through your electronic authorization device to capture cardholder information. When applicable, ensure the displayed cardholder number matches the number on the card.
- > You should avoid keying the card data into your electronic authorization device unless you are unable to capture the card data through one of the above methods. If you do key the card data into your electronic authorization device, it is highly recommended that you also key in the three or four digit verification code. Otherwise, you should imprint the card using a valid imprinting device that will capture the embossed card and merchant information. You must write on the manually imprinted draft all pertinent information relating

to the transaction (transaction date, dollar amount, authorization code and merchandise description) and obtain the cardholder signature if you are not participating in the 'No Signature Required' program. Do not alter the imprint on the draft in any way. You are not protected from this type of chargeback by manually entering the information into the POS device.

NOTE: Do not imprint on the back of a signed sales draft. The imprint must be on the transaction document that contains all transaction elements to prove the card was present at the time of the transaction.

If you are not participating in the "No Signature Required" program:

- > Obtain the cardholder signature for all transactions; ensure the signature on the sales draft matches the signature on the back of the card
- > Process all transactions one time and do not batch out transactions multiple times
- > Educate staff on procedures to eliminate POS fraud

Card Not Present Transactions:

- > Ensure delivery of the merchandise or services ordered to the cardholder
 - > Participate in recommended fraud mitigation tools:
 - Verified by Visa Program
 - Mastercard SecureCode
 - Address Verification Services (AVS)
 - Use of card verification code
- NOTE:** While transactions utilizing these tools may still be disputed, the service may assist you with your decision to accept certain cards for payment.
- > Ensure you ship to the AVS confirmed address (bill to and ship to must match)
 - > Obtain authorization for all transactions
 - > Ensure merchant descriptor matches the name of the business and is displayed correctly on the cardholder statement
 - > Ensure descriptor includes correct business address and a valid customer service number
 - > Please refer to Appendix 2 for American Express fraud mitigation tools

Chargebacks due to cardholder disputes

Description

Goods or services not received by the cardholder,
Merchandise defective or not as described.

Likely scenario

- > Services were not provided or merchandise was not received by the cardholder
- > Cardholder was charged prior to merchandise being shipped or merchandise was not received by agreed upon delivery date or location
- > Cardholder received merchandise that was defective, damaged, or unsuited for the purpose sold, or did not match the description on the transaction documentation/verbal description presented at the time of purchase
- > Cardholder paid with an alternate means and their card was also billed for the same transaction
- > Cardholder canceled service or merchandise and their card was billed
- > Cardholder billed for a transaction that was not part of the original transaction document
- > Cardholder claims to have been sold counterfeit goods
- > Cardholder claims the merchant misrepresented the terms of sale

Recommendations to reduce the risk of chargeback

- > Provide Services or Merchandise as agreed upon and described to the cardholder; clearly indicate the expected delivery date on the sales receipt or invoice
- > Contact the cardholder in writing if the merchandise or service cannot be provided or is delayed, and offer the cardholder the option to cancel if your internal policies allow
- > If the cardholder received defective merchandise or the merchandise received was not as described; resolve the issue with the cardholder at first contact
- > If the merchandise is being picked up by the cardholder, have them sign for the merchandise after inspecting that it was received in good condition
- > Do not charge the cardholder until the merchandise has been shipped, according to the agreed upon terms, and a signed Proof of Delivery from the cardholder is obtained
- > If unable to provide services or merchandise, issue a credit to the cardholder in a timely manner
- > Accept only one form of payment per transaction. Ensure the cardholder is only billed once per transaction.

- > Do not bill cardholder for loss, theft or damages unless authorized by the cardholder
- > Ensure that a description of the service or merchandise provided is clearly defined

Chargebacks due to processing errors

Description

Error was made when transaction was processed or it was billed incorrectly.

Likely scenario

- > The transaction was not deposited within the payment organization specified time frame
- > The cardholder was issued a credit draft. However, the transaction was processed as a sale.
- > The transaction was to be processed in a currency other than the currency used to settle the transaction
- > The account number or transaction amount used in the transaction was incorrectly entered
- > A single transaction was processed more than once to the cardholder's account
- > The cardholder initially presented the card as payment for the transaction. However, the cardholder decided to use an alternate form of payment.
- > A limited amount or self-service terminal transaction was processed for an amount over the pre-determined limit

Recommendations to reduce the risk of chargeback

- > Process all transactions within the payment organization specified time frames
- > Ensure all transactions are processed accurately and only one time
- > If a transaction was processed more than once, immediately issue voids, transaction reversals or credits
- > Ensure that credit transaction receipts are processed as credits and sale transaction receipts are processed as sales
- > Ensure all transactions received a valid authorization approval code prior to processing the transaction. Also obtain a legible magnetic swipe or imprinted sales draft that is signed.
- > Do not alter transaction documentation or make any adjustments unless the cardholder has been contacted and agrees to modifications of the transaction amount
- > Ensure limited amount, self-service and automated fuel dispenser terminals are set properly to conform to the pre-determined limits

Chargebacks due to non-receipt of information

Description

Failure to respond to a retrieval request or the cardholder does not recognize the transaction.

Likely scenario

- > The transaction documentation was not provided to fulfill the retrieval request
- > The retrieval request was fulfilled with an illegible sales draft or was an invalid fulfillment (incorrect sales draft or the sales draft did not contain required information that may include signature if you are not participating in the “No Signature Required” program)
- > The cardholder does not recognize or is unfamiliar with the transaction due to the merchant name or location not matching the name or location where the transaction took place

Recommendations to reduce such risk of chargeback

- > Provide a clear and legible copy of the sales draft that contains all required data elements within the required time frame that is specified on the retrieval request
- > Ensure that the most recognizable merchant name, location and customer service phone number is provided on all transactions
- > Retain copies of all transaction documentation for the required time frame that is specified by each payment organization
- > Develop efficient methods to retrieve transaction documentation to maximize ability to fulfill requests

15 Suspect/Fraudulent transactions

If the card being presented or the behavior of the person presenting the card appears to be suspicious or you otherwise suspect fraud, you must immediately call the Voice Authorization Center and ask to speak to a Code 10 operator. Answer all their questions and follow their instructions.

While not proof that a transaction is fraudulent, the following are some suggestions to assist you in preventing fraudulent transactions that could result in a chargeback:

Does the cardholder:

- > Appear nervous/agitated/hurried?
- > Appear to be making indiscriminate purchases (for example, does not care how much an item costs, the size, etc.)?

- > Make purchases substantially greater than your usual customer (for example, your average transaction is \$60, but this transaction is for \$360)?
- > Insist on taking the merchandise immediately (for example, no matter how difficult it is to handle, is not interested in free delivery, alterations, etc.)?
- > Appear to be purchasing an unusual amount of expensive items or the same items?
- > Take an unusual amount of time to sign the sales draft, or look at the back of the card as he signs?
- > Take the card from a pocket instead of a wallet?
- > Repeatedly come back, in a short amount of time or right before closing time, to make additional purchases?
- > Cause an unusual, sudden increase in the number and average sales transactions over a one-to three-day period?
- > Tell you he has been having some problems with his card-issuing bank and request that you call a number (that he provides) for “special” handling or authorization?
- > Have a previous history of disputed charges?
- > Place orders to be shipped to an address other than the billing address, or use anonymous/free email domains?
- > Place orders sent to zip codes or countries where you show a history of fraudulent claims?

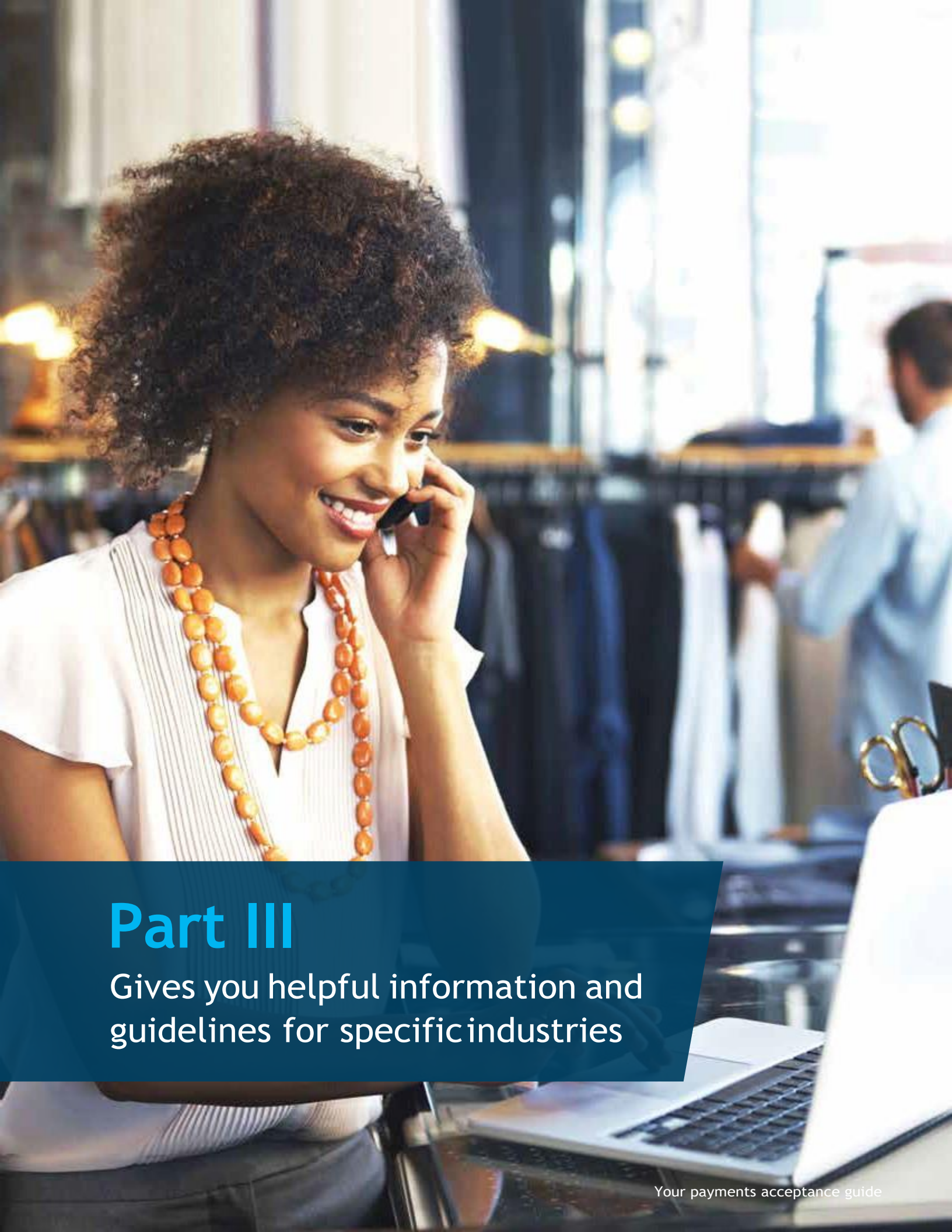
Does the card:

- > Have characters the same size, height, style, and all within alignment?
- > Appear to be re-embossed (the original numbers or letters may be detected on the back of the card)?
- > Have a damaged hologram?
- > Have a Magnetic Stripe on the back on the card?
- > Have “valid from” (effective) and “valid thru” (expiration) dates consistent with the sale date?

We also recommend that you are vigilant for any cardholder who behaves as follows, specifically in relation to prepaid cards:

- > Frequently makes purchases and then returns the goods for cash
- > Uses prepaid cards to purchase other prepaid cards
- > Uses large numbers of prepaid cards to make purchases

Gift Cards, jewelry, video, stereo, computer and camera equipment, shoes and men’s clothing are typically fraud-prone because they can easily be resold. Also be suspicious of high dollar amounts and transactions with more than one fraud-prone item, (e.g., two laptops, three gold chains, etc.).



Part III

Gives you helpful information and guidelines for specific industries

In this part of the guide, you'll find helpful information about what to do if a card is left at your business, how long you must retain copies of records, how to return equipment, and important transaction time frames. This is also where you'll find additional guidelines for specific industries including:

- Lodging
- Travel & Entertainment
- Restaurants
- Vending machines
- Telecommunications
- Petroleum

If you'd like additional information about anything that you've read in the "Your Payments Acceptance Guide," please contact Customer Service.

16 Lost/Recovered cards

If a card is left behind and remains unclaimed, you should call the appropriate payment organization's Customer Service team via the number below and they will instruct you on how to handle it:

Visa	1-800-336-8472
Mastercard	1-800-826-2181
Discover	1-800-DISCOVER (1-800-347-2683)
AMEX	1-800-992-3404
PayPal	1-877-569-1113

17 Retention of records

You must securely retain legible copies of all sales drafts and credit drafts or any other transaction records for the following periods:

Mastercard, Visa, and STAR: Thirteen (13) months from the transaction date. Five (5) years for healthcare sales drafts and credit drafts.

Discover Network: The longer of (i) 365 days or (ii) the resolution of any pending or threatened disputes, claims,

disagreements or litigation involving the card transaction. You must also keep images or other copies of sales drafts

for no less than three (3) years from the date of the Discover Network transaction.

PayPal: The longer of (i) either (A) one (1) year from the transaction date, or (B) if the transaction date was subject to dispute, two (2) years from the transaction date, or (ii) the time period required by applicable law.

American Express: Twenty-four (24) months from the date on which you submitted the sales draft or credit draft to us. You must provide all sales drafts and credit drafts or other transaction records requested by us within the shortest time limits established by payment organization rules.

18 Return of equipment

To return point of sale POS equipment that you do not own, you must call Customer Service for the address of the location to send the device.

You must include the following information in the shipping box:

- > Your name, address, and phone number
- > The name of the person to contact if there are

any questions

- > Your merchant identification number
- > The lease number (if applicable)

- > The serial number of the POS device (found on the underside of the POS device)

You must return the POS device in a manner that can be tracked. Reference the lease number (if applicable) on the return packaging.

19 Time frames

Authorizations

A positive (approved) authorization response remains valid for:

- > Seven (7) days for Mastercard electronic processed transactions
- > Ten (10) days for Visa, Discover, and STAR electronic processed transactions subject to the following exception:
 - Thirty (30) days for Visa, Discover and PayPal, twenty (20) days for STAR for the following Industries
 - Car rental
 - Airline and passenger railway
 - Lodging
 - Other Travel & Entertainment (T&E) categories.
- > Seven (7) days for American Express electronic processed transaction subject to the following exception:
 - Thirty (30) days for the Travel & Entertainment (T&E) industries

Delayed deliveries

If delivery is more than:

- Seven (7) days (Mastercard, Visa, American Express, and STAR transactions)
- Ten (10) days (Discover Network and PayPal transactions)
- After the original transaction date and the initial authorization request, you must reauthorize the unprocessed portion of the transaction prior to delivery

Refunds

You must submit all credit drafts to us within five (5) days of determining that a credit is due.

20 Additional provisions for specific industries

Merchants in the lodging industry

There are additional rules and requirements that apply to merchants in the lodging industry for practices including, but not limited to, guaranteed reservations and charges for no shows, advance deposits, overbookings, and priority checkout.

If you are a lodging merchant and wish to participate in the payment organization lodging services programs, please contact your sales representative or relationship manager for details and the appropriate payment organization requirements.

You must provide the cardholder with written confirmation of a guaranteed reservation. The confirmation must contain:

- > Cardholder's name as it appears on the card, if present
- > Card number, truncated where required by applicable law to you or us and card expiration date if present, unless prohibited by applicable law to you or us
- > Reservation confirmation number
- > Anticipated arrival date and length of stay
- > The cancellation policy in its entirety, inclusive of the date and time the cancellation privileges expire
- > Any other pertinent details related to the reserved accommodations

If a cardholder requests a cancellation in accordance with your cancellation policy and specified time frames, you must provide the cardholder with a cancellation number and instructions to retain a record of it.

If a cardholder requests a written confirmation of the cancellation, you must provide this confirmation to the cardholder within three (3) business days of such request. For the purposes of this section, a "business day" means Monday through Friday, excluding Bank holidays.

The cancellation confirmation must contain:

- > The cardholder's reference that charges were placed on the card, if applicable, or a guarantee that a "no-show" charge will not be placed on the card

- > The cardholder's name as it appears on the card, if present
- > The card number, truncated as required by applicable law to you or us
- > The card expiration date, if present, unless prohibited by applicable law to you or us
- > The reservation cancellation number
- > The date of cancellation
- > The name of your employee that processed the cancellation
- > Any other pertinent information related to the reserved accommodations

Pre-authorization for Travel & Entertainment (T&E) and restaurant merchants

If you are a business engaged in providing travel and entertainment services (e.g., car rentals, hotels, motels, etc.) or a restaurant business, and engage in the practice of "pre-authorization" you must comply with the following general procedures:

- > A hotel, motel, or car rental merchant may obtain an estimated authorization at the time of check-in
- > Restaurants must not add an estimated tip amount to the authorization request beyond the value of the goods provided, or services rendered, plus any applicable tax
- > You must notify the cardholder of the dollar amount you intend to "Pre-Authorize"
- > If the customer decides to use another form of payment (for example, cash, check, etc.) you must promptly call the Voice authorization Response Unit to delete the authorization hold. Provide the cardholder's account number, original dollar amount and date of the transaction, and the authorization code. If a new transaction takes place, a new imprinted and signed sales draft for the exact amount and a new authorization code for that amount must be obtained.
- > **VEHICLE RENTAL PROVIDERS MAY NOT INCLUDE POTENTIAL VEHICLE DAMAGE OR INSURANCE DEDUCTIBLES IN ANY PREAUTHORIZATIONS.**
- > If you receive a decline on a transaction, you must wait twenty-four (24) hours before attempting to reauthorize. If you reauthorize prior to this time frame and receive an approval, you may be subject to a chargeback and a fine imposed by the payment organizations.

- > Hotels, motels, and car rental merchants are allowed up to a 15% variance above the amount authorized. If the final amount charged to the cardholder exceeds the original estimate by more than 15% above the preauthorization, you must authorize any additional amounts, and all incremental authorization codes must be written in the authorization area along with the date of authorization and the amount authorized.
- > Pre-authorization for certain establishments services, are allowed up to a 20% (instead of 15%) variance above the amount authorized. If the final amount exceeds the amount "preauthorized" by more than 20%, you must authorize the additional amount. Estimating the authorization amount to include a tip is prohibited. The authorization request must include only the amount associated with the bill presented to your customer.
- > You must obtain an authorization for the initial estimated charges and then monitor the charges to ensure that the actual charges made do not exceed the estimated charges. If the actual charges exceed the amount of the initial estimated authorization (and any subsequent estimated authorizations), then you must secure a positive authorization for the additional amount. Subsequent authorizations must only be for the additional amount of total charges, and must not include any amounts already authorized.
- > The estimated amount of any pre-authorization for lodging accommodations must be based on
 - (i) The intended length of stay
 - (ii) The room rate
 - (iii) Applicable taxes and service charges
 - (iv) Other miscellaneous charges as dictated by experience
- > If an authorization request is declined, no charges occurring after that date will be accepted for that cardholder
- > You do not need to obtain a final authorization if the total sum of charges (the final amount) does not exceed 20% of the previously authorized charges. You must record the dates, authorized amounts, and their respective authorization approval codes on the sales draft(s).

Merchants operating vending machines

For Mastercard, if you are operating vending machines under MCC 5499 (Miscellaneous Food Stores-Convenience Stores, Markets, Specialty Stores), you need not provide a receipt at the time a transaction is conducted. However, if

a vending machine cannot provide a printed receipt, you must disclose and post instructions advising cardholders how a receipt may be obtained.

Telecommunication service providers

You must contact Customer Service for approval and further instructions, rules and requirements before conducting telecommunication transactions.

Telecommunication card sales occur when a telephone service provider is paid directly using a card for individual local or long-distance telephone calls, with the exception that prepaid telephone service cards are not and do not give rise to telecommunication card sales.

The petroleum industry

For Visa, Mastercard, STAR, American Express, Discover, and PayPal transactions, merchants operating in the petroleum industry that conduct card sales at Automated

Fuel Dispensers (AFDs), may submit an authorization request for \$1 to verify the validity of the card presented. Under such circumstances, you must submit an authorization advice message for the actual amount of the card sale within sixty (60) minutes of completion of fuel delivery regardless of whether you previously received a partial authorization response or a positive authorization response for any other amount. If you do not complete the card sale following receipt of an approved authorization response for any amount, a request to cancel the authorization request must be submitted within sixty (60) minutes of the completion of fuel delivery.

A close-up photograph of a person's hand holding a smartphone. The phone is held vertically, and the screen is partially visible, showing a colorful, abstract pattern. The background is heavily blurred, showing warm, golden light and indistinct shapes of people or objects in a public space. A dark blue, semi-transparent banner is overlaid on the lower half of the image, containing the word 'Appendices' in white text.

Appendices

Appendix 1

Additional provisions for WEX and Voyager

WEX cards

If you participate in the WEX Full Service program, the following terms and conditions will apply:

DO'S

- > Do provide, at your own expense, all equipment necessary to permit the electronic acceptance of the WEX cards, including the operation and maintenance of the equipment, telecommunication link, and provision of all networking services
- > Do include in any request for authorization the following information:
 - WEX cardholder account number
 - Vehicle number
 - Card expiration date
 - Driver identification number
 - The amount of the transaction
 - The date and time of the transaction
 - The quantity of goods sold, unit price, and product code (the "Authorization Request Data")
 - An authorization number or other approval code from WEX for all manual WEX card sales (in other words, sales facilitated by a card imprinter)
- > Do ensure that the product detail of each transaction is accurate including:
 - The type of goods sold
 - Quantity of goods sold
 - Unit price/price per gallon (if applicable)
 - Taxes, and
 - Any coupons presented
- > Do ensure that the product detail outlined equals the total amount of the sale when calculated (e.g., product quantity x unit price must equal the product amount. The sum of all product amounts including taxes minus any coupons must equal the total transaction amount).
- > Do complete a WEX card sale only upon the receipt of an authorization approval message
- > Do provide a copy of the receipt for a WEX card sale upon the request of the cardholder, to the extent permitted by applicable law. The receipt

must not include the full account number or driver identification number.

- > Do require the cardholder to sign a receipt when a WEX card sale is not completed by an island card reader
- > Do take all commercially reasonable efforts to protect manual WEX card sales data from fraud or misuse
- > Do securely maintain a record of all WEX card sales (including the authorization request data) for a period of one year. You must produce such records upon the reasonable request of WEX.
- > Do notify us of any errors contained in a settlement report within forty-five (45) days of receipt of such report. We will not accept reprocessing requests for WEX transactions older than 90 days.
- > Do allow WEX to audit records, upon reasonable advance notice, related to the WEX Full Service
- > Do retransmit WEX card sales data when reasonably requested to do so

DON'TS

- > Don't submit a WEX card sale for processing unless a WEX card is presented at the time of the sale
- > Don't accept a WEX card if an expired card/decline message is received
- > Don't submit a WEX card sale for processing until the goods have been delivered or services performed
- > Don't accept a WEX card if it appears to be invalid or expired or there is reasonable belief that the WEX card is counterfeit or stolen
- > Don't divide the price of goods and services purchased in a single WEX card sale among two or more sales receipts
- > Don't permit a WEX card sale when only partial payment is made by use of the WEX card and the balance is paid with another bank card
- > Don't remove fuel tax at the point of sale is not permitted. For all payment system product codes that are taxable, the transaction dollar amount and price per gallon (PPG) must contain the sum of the fuel cost and PPG inclusive of all applicable Federal, State, County, Local, and other fuel taxes.

You acknowledge and agree that your sole remedies with respect to the WEX Full Acquiring services will be against us and not WEX, except to the extent that WEX knows of any fraud related to the WEX cards and fails to provide notice of such fraud or WEX commits fraud in respect to the WEX Full Acquiring Services.

Voyager cards

- > You must check Fleet Cards for any printed restrictions at the point of sale
- > You must establish a fair policy for the exchange and return of merchandise
- > You must promptly submit credits to us for any returns that are to be credited to a Voyager cardholder's account
- > You must not give any cash refunds to any Voyager card holder in connection with a sale, unless required by law

In addition to the information set out in Section 11 (Sales Drafts), you must include the following information on a single page document constituting the sales draft for Voyager transactions:

- > All authorization request data for Voyager card sales must include the following:
 - Voyager cardholder account number
 - Card expiration date
 - Driver identification number
 - The amount of the transaction, date and time of the transaction
 - Quantity of goods sold, unit price, and product code (the "Authorization RequestData")
- > All manual Voyager card sales (in other words, sales facilitated by a card imprinter) must include:
 - The Authorization Request Data
 - An authorization number or other approval code from Voyager
 - The type of goods sold, quantity of goods sold, unit price/price per gallon (if applicable), taxes
 - Any coupons presented within the product
- > The product detail outlined must equal the total amount of the sale when calculated, in other words:
 - Product quantity x unit price must equal product amount
 - The sum of all product amounts including taxes minus any coupons must equal the total transaction amount

You must not remove fuel tax at the point of sale. For all payment system product codes that are taxable, transaction dollar amount and price per gallon (PPG) must contain the sum of the fuel cost and PPG inclusive of all applicable Federal, State, County, Local and other fuel taxes.

If there is an increase of 15% or more compared to the previous month in the number of Voyager transaction authorization calls that are not due to our or Voyager

system outages, we may, at our discretion, deduct telephone charges from the settlement of your Voyager transactions. Fees will not exceed \$0.25 (25 cents) per call.

Settlement of Voyager transactions will generally occur by the fourth banking day after we process the applicable card transactions. We will reimburse you for the dollar amount of sales you submit for a given day, reduced by the amount of chargebacks, tax exemptions, discounts, credits, and the fees set out in the Agreement. You must notify us of any errors contained with the settlement reports within 30 calendar days of receipt of such report. Neither we nor Voyager will be required to reimburse you for sales submitted more than sixty (60) calendar days from the date of purchase.

For daily transmission of sales data, you must securely maintain true and complete records for a period of not less than thirty six (36) months from the date of the generation of the data. You may store records on electronic media, if secure. You are responsible for the expense of retaining sales data records and sales drafts.

Appendix 2

Additional provisions for American Express

For merchants participating in the American Express OptBlue® Program, you should review the operating guide made available to you at americanexpress.com/merchantopguide.

Treatment of the American Express marks

Whenever payment methods are communicated to customers, or when customers ask what payments are accepted, you must indicate your acceptance of the American Express card and display the American Express marks (including any card application forms provided to you) as prominently and in the same manner as any other payment products.

You must not use the American Express marks in any way that injures or diminishes the goodwill associated with the mark, nor (without our prior written consent) indicate that American Express endorses your goods or services.

You must only use the American Express marks as permitted. You must cease using the American Express marks upon termination of your acceptance of American Express cards.

For additional guidelines on the use of the American Express marks, please contact Customer Service.

Treatment of American Express cardholder Information

Any and all cardholder information is confidential and the sole property of the card-issuing bank, American Express or its affiliates. Except as otherwise specified, you must not disclose cardholder Information, nor use nor store it, other than to facilitate transactions at your establishments in accordance with the terms on which you are authorized to accept American Express cards.

Authorization for Card Not Present transactions

If you process a Card Not Present transaction you must obtain the following information:

- > The card number
- > The card expiration date
- > The cardholder's name as it appears on the card
- > The cardholder's billing address
- > The delivery address if different from the billing address. In addition, for Internet transactions you must:
 - > Use any separate merchant identification numbers (Seller ID) established for your Internet orders in all of your requests for authorization and Submission of charges
 - > Provide us with at least one (1) month's prior written notice of any change in your Internet address
 - > Comply with any additional requirements that American Express provides from time to time

American Express has the right to chargeback for any Card Not Present transaction that the cardholder denies making or authorizing. However, American Express will not chargeback for any Card Not Present transaction based solely upon a claim by a cardholder that he or she did not receive the disputed goods if you have:

- > Verified the address to which the goods were shipped was the cardholder's full billing address
- > Provided proof of delivery signed by the cardholder or an authorized signer of the card indicating the delivery of the goods or services to the cardholder's full billing address

American Express will not be liable for actual or alleged fraudulent transactions over the Internet and will have the right to chargeback for those charges.

If a disputed transaction arises involving a Card Not Present transaction that is an Internet electronic delivery transaction, American Express may exercise a chargeback for the full amount of the transaction and place you in any of its chargeback programs.

Charge records (also known as 'sales drafts')

For each transaction submitted:

- > Electronically - you must create an electronically reproducible charge record

- > on paper - you must create a charge record containing all of the following required data:
 - Full card number and expiration date, and if available, cardholder name
 - The date the transaction was incurred
 - The amount of the transaction, which must be the total price for the purchase of goods and services (plus applicable taxes and gratuities) purchased on the card
 - The authorization approval
 - A clear description of the goods and services purchased by the cardholder
 - An imprint or other descriptor of your name, address, merchant identification number and, if applicable, store number
 - The words "No Refunds" if you have a no refund policy, and your return and cancellation policies
 - The cardholder's signature (if a Card Present transaction and you are not participating in the "No Signature Required" program), or the words "telephone order," "mail order," "Internet Order," or "signature on file," as applicable (if a Card Not Present transaction)

In the charge record (and a copy of the customer's receipt) you must:

- > Include your return and cancellation policies
- > Mask truncated card number digits with replacement characters such as "x," "*" or "#," and not blank spaces or numbers

If the cardholder wants to use more than one card for payment of a purchase, you may create a separate charge record for each card used. However, if the cardholder is using a single card for payment of a purchase, you must not divide the purchase into more than one transaction, and you must not create more than one charge record.

Refunds

To issue a refund you must:

- > Compare the last four digits on the charge record against the card presented (when applicable)
- > Issue the credit in the currency in which the original transaction was submitted to us
- > Issue the credit to the card used to make the original purchase. If the credit is for the return of a gift by someone other than the cardholder who made the original purchase, you must apply your usual refund policy.

If the cardholder indicates that the card on which the purchase was originally made is no longer active or available:

- > For all cards except prepaid cards – advise the cardholder that you must issue the credit to that card; and if the cardholder has questions, advise him or her to call the customer service number on the back of the card in question
- > For prepaid cards – apply your usual refund policy for returns

In the credit draft delivered to the cardholder, you must mask truncated card number digits with replacement characters such as “x,” “*” or “#,” and not blank spaces or numbers.

Your refund policy for card transactions must be at least as favorable as your refund policy for purchases made with other payment products or other payment methods.

If you issue a credit, American Express will not refund the discount or any other fees or assessments previously applied on the corresponding transaction. The discount on chargebacks will not be refunded.

Fraud mitigation tools

American Express offers fraud mitigation tools for both Card Present and Card Not Present transactions to help verify that a transaction is valid. These tools help you mitigate the risk of fraud at the point of sale, but are not a guarantee that a transaction is, in fact, valid or bona fide, or that you will not be subject to a chargeback. For optimal use of the tools, please visit American Express' Fraud Prevention Information at: americanexpress.com/fraudinfo.

Recurring transactions

For recurring transactions you must offer the cardholder the option to receive written notification for the recurring transaction(s) at least (10) ten days prior to submitting, or any time the transaction amount exceeds a maximum amount that has been set by the cardholder. You must clearly and conspicuously disclose all material terms of the option, including, if applicable, the fact that recurring billing will continue until the option is canceled by the cardholder. If the material terms of the option change after submission of the first recurring transaction, you must promptly notify the cardholder in writing of such change and obtain the cardholder's express written consent to the new terms prior to submitting another recurring transaction.

For recurring transactions you must:

- > Periodically verify with cardholders that their information (e.g., card number, expiration date, and billing address) is still accurate. This will improve the likelihood of obtaining an approval to an authorization request.

- > Retain evidence of consent to receive updated card account information from the card-issuing bank for twenty-four (24) months from the date you submit the last recurring transaction
- > Ensure that your process for cancellation of recurring transactions is simple and expeditious
- > Within twenty-four (24) hours of incurring the first recurring billing transaction, provide the cardholder written confirmation (e.g., email or facsimile) of such transaction, including all material terms of the option and details of your cancellation/refund policy

If your recurring transaction amounts vary, you must offer the cardholder the right to receive written notification of the amount and date of each recurring transaction:

- > At least ten (10) days before submitting each transaction
- > Whenever the amount of the transaction exceeds a maximum recurring transaction amount specified by the cardholder

For more information about processing prepaid cards:

- > Call the customer service number on the back of the card in question
- > See American Express Card Organization Rules regarding “additional authorization requirements”

No Signature Required program

You may participate in the ‘No Signature Required’ program under which you are not required to request a signature from cardholders on the transaction record provided that:

- > Your business is classified in an industry that accepts in-person charges, with the exception of the following categories:
 - Merchants who do not conduct in-person charges (i.e., Internet, mail order, or telephone order)
 - Prohibited merchants or prohibited transactions (or both) as defined in American Express Card Organization Rules regarding “risk evaluation”
 - High-risk Merchants (e.g., Internet electronic services or nightclubs/lounges) as defined in American Express Card Organization Rules regarding “high risk merchants”
 - Merchants placed in our Fraud Full Recourse Program. See American Express Card Organization Rules regarding “chargeback programs”

- > In relation to the transaction:
 - The transaction amount must meet the threshold established in American Express' country-specific policy
 - The transaction must include the appropriate indicator to reflect that the card and the Cardholder were present at the point of sale
 - The transaction must include a valid approval

Under the American Express 'No Signature Required' program, chargebacks will not be exercised for such charges based solely on your failure to obtain the cardholder's signature at the point of sale.

If a disproportionate number of disputed charges under the 'No Signature Required' program occur, you must cooperate to reduce the number of disputed charges. If such efforts fail, you may be placed in American Express chargeback programs, or your participation in the 'No Signature Required' program may be modified or terminated.

Travelers Cheques

Travelers cheques are available in various denominations and currencies. The denominations in U.S. dollars range from \$20 to \$1,000.

You must exercise caution when presented with a travelers cheque in a denomination of \$500 or greater. The higher denominated travelers cheques are rarely sold, and so more likely to be counterfeit.

To accept a travelers cheque, watch your customer countersign in the lower left corner of the travelers cheque, and compare the countersignature to the signature in the upper left corner of the travelers cheque.

- > If the signature and countersignature are a reasonable match (they look alike, but may not be identical), you may accept the cheque and there is no need to obtain any identification
- > If you suspect that the countersignature may be false, or you did not watch the customer countersign, ask your customer to turn the cheque over and sign again across the left-hand side (in the same manner one typically endorses a check); then take the cheque and fold up the bottom right-hand corner so that you can compare the original signature with the new one
- > If the signatures are not the same, or you have any questions regarding the validity of the cheque, call Customer Service
- > If you suspect that the travelers cheque may be fraudulent, verify that the cheque is authentic by:
 - Performing the smudge test. Turn the cheque over (non-signature side). Wipe a moistened finger across the denomination.

- On the right side of the cheque, the ink should not smudge
- On the left side of the cheque, the ink should smudge
- Obtaining online Authorization at americanexpress.com/verifyamextc. You are not required to obtain authorization before accepting a travelers cheque.

High CV Merchants

You acknowledge that you will be converted from the American Express U.S. Enhanced Acquisition Program to a direct card acceptance relationship with American Express if and when you become a 'High CV Merchant' in accordance with the American Express Card Organization Rules. As part of this acknowledgment, you agree that upon conversion: (i) you will be bound by American Express' then-current agreement for card acceptance; and (ii) American Express will set pricing and other fees payable by you for card acceptance.

A "High CV Merchant" is a Program Merchant with Estimated Annual Charge Volume (ECV) of greater than (i) United States currency (USD) \$1,000,000 in the United States excluding Puerto Rico and the U.S. Virgin Islands or (ii) USD \$1,000,000 in Puerto Rico and the U.S. Virgin Islands. Where a Program Merchant Prospect has more than one Establishment, then the ECV of (i) all Establishments operated under the same tax identification number (TIN) in a region shall be aggregated or all Establishments operating under different TINs but as a unified business enterprise in a region shall be aggregated. For clarification purposes, a 'unified business enterprise' shall include Establishments that are owned, operated, or affiliated to a single business entity.

Marketing Opt-outs

You agree that when providing your contact information to us that you may receive messages from American Express, including important information about American Express products, services, and resources available to your business. These messages may be sent to the phone numbers, email addresses or fax numbers that you provide. If you provide a wireless phone number, you agree that you may be contacted at that number and the communications sent may include auto-dialed short message service (SMS or "text") messages or automated or pre-recorded calls. If you provide a fax number, you agree that you may be sent fax communications. American Express may otherwise use and share your information for business purposes and as permitted by applicable law. American Express uses reasonable administrative, technical and physical security measures to protect your information consistent with the sensitivity of the information.

You may opt out of newsletters or messages about products, services and resources for different forms of communications by contacting us, via inbound telephone, email, facsimile, website, and any other means identified by us, or by exercising the opt-out options that may be described or offered in emails, SMS messages, faxes, or other communications. If you opt out, you may still receive messages from American Express regarding services and programs designed to enhance the value of the American Express Network.

Protecting American Express Card Member Information

These merchant data security requirements apply to all of your equipment, systems, and networks on which encryption keys, cardholder data and/or sensitive authentication data are stored, processed, or transmitted.

Standards for protection of cardholder data and sensitive authentication data

You must, and you must ensure that all of your employees, agents, representatives, subcontractors, processors, service providers, providers of point-of-sale equipment or systems or payment processing solutions, and any other party to whom you may provide card member information access, will:

- > Store American Express cardholder data only to facilitate transactions for your acceptance of American Express cards
- > Comply with the current version of the PCI DSS, no later than the effective date for implementing that version
- > Use, when deploying new or replacement PIN entry devices or payment applications (or both), only those that are PCI-approved

You must protect all charge records and credit records retained in accordance with these data security provisions. You must use these records only for purposes of your acceptance of American Express cards and you must safeguard the records accordingly.

Data incidents

If you discover a data incident, you must:

- > Notify us immediately and in no case later than twenty-four (24) hours after such discovery
- > Conduct a thorough forensic investigation of each data incident; this must be conducted by a PCI forensic investigator (PFI) if the data incident involves 10,000 or more unique card numbers (or otherwise at our request)

- > Promptly provide to us all compromised card numbers and the forensic investigation report of the data incident
- > Work with us to rectify any issues arising from the data incident, including consulting with us about your communications to card members affected by the data incident and providing (and obtaining any waivers necessary to provide) to us all relevant information to verify your ability to prevent future data incidents
- > At our request, provide validation by a qualified security assessor (QSA) that the deficiencies have been remediated

Forensic investigation reports must:

- > Include forensic reviews, reports on compliance, and all other information related to the data incident
- > Identify the cause of the data incident
- > Confirm whether or not you were in compliance with the PCI DSS at the time of the data incident
- > Verify your ability to prevent future data incidents by providing a plan for remediating all PCI DSS deficiencies

American Express has the right to disclose information about any data incident to card members, issuers, other participants on the American Express network, and the general public as required by applicable law, by judicial, administrative, or regulatory order, decree, subpoena, request, or other process; in order to mitigate the risk of fraud or other harm; or otherwise to the extent appropriate to operate the American Express network.

Periodic validation of your systems

You must take steps to validate under PCI DSS annually and quarterly the status of your equipment, systems and networks (and their components) on which cardholder data and sensitive authentication data are stored, processed or transmitted.

Step 1 - Enroll in a compliance program

You must submit applicable periodic validation documentation to us. Please contact us for more information regarding data security compliance requirements.

Step 2 - Determine merchant level and validation requirements

Most merchant levels are based on the volume of transactions submitted by establishments. You will fall into one of the merchant levels specified in the following table:

Merchant level	Definition	Validation documentation	Requirement
1	2.5 Million transactions or more per year; or any merchant that American Express otherwise deems a Level 1 merchant	Annual on-site security assessment report and quarterly network scan	Mandatory
2	50,000 to 2.5 Million transactions per year	Annual self-assessment questionnaire (SAQ) and quarterly network scan	Mandatory
3	Less than 50,000 transactions per year	Annual SAQ and quarterly network scan	Strongly recommended
3*	Less than 50,000 transactions per year and designated a Level 3 merchant by American Express	Annual SAQ and quarterly network scan	Mandatory

* As designated by American Express.



American Express may require certain Level 3 merchants to enroll in American Express' compliance program. Such merchants must enroll no later than ninety (90) days following receipt of such notice from us. All other Level 3

merchants need not submit validation documentation, but must comply with all other provisions of these data security provisions.

The validation documentation which you must send to us is as follows:

Annual onsite security assessment	Annual self-assessment questionnaire	Quarterly network scans
<p>This is a detailed onsite examination of your equipment, systems, and networks (and their components) where cardholder data or sensitive authentication data (or both) are stored, processed, or transmitted.</p>	<p>This is a process using the PCI DSS self-assessment questionnaire (SAQ) that allows self-examination of your equipment, systems, and networks (and their components) where cardholder data or sensitive authentication data (or both) are stored, processed, or transmitted.</p>	<p>The quarterly network scan is a process that remotely tests your Internet-connected computer networks and web servers for potential weaknesses and vulnerabilities.</p>
<p>You must:</p> <ul style="list-style-type: none"> • Ensure that the annual onsite security assessment is performed by (i) a QSA, or (ii) you and certified by your chief executive officer, chief financial officer, chief information security officer, or principal; • Submit the AOC section of the SAQ annually to us, and include copies of the full SAQ upon request • Ensure that the AOC certifies compliance with all requirements of the PCI DSS. 	<p>You must:</p> <ul style="list-style-type: none"> • Ensure that the SAQ is performed by you and certified by your chief executive officer, chief financial officer, chief information security officer, or principal; • Submit the AOC section of the SAQ annually to us, and include copies of the full SAQ upon request; and • Ensure that the AOC of the SAQ certifies compliance with all requirements of the PCI DSS. 	<p>You must:</p> <ul style="list-style-type: none"> • Ensure that the quarterly network scan is performed by an approved scanning vendor (ASV); • Complete and submit the ASV scan report attestation of scan compliance (AOSC) or executive summary of findings of the scan (and copies of the full scan, on request) quarterly to us; • Ensure that the AOSC or executive summary certifies that (i) the results satisfy the PCI DSS scanning procedures, (ii) no high-risk issues are identified (iii) the scan is passing or compliant.

Step 3 - Send the validation documentation to Participant
 Compliance and validation are completed at your expense. By submitting validation documentation to us, you represent and warrant to us that you are authorized to disclose the information contained in it and are providing the validation documentation without violating any other party's rights.

Merchants not compliant with PCI DSS

If you are not compliant with the PCI DSS, then you must:

- > Complete and submit an AOC including "Part 4. Action Plan for Non-Compliant Status" to us
- > Designate a remediation date, not to exceed twelve (12) months following the date of the AOC, for achieving compliance

- > Provide us with periodic updates of your progress toward remediation under the "Action Plan for Non-Compliant Status"

Non-validation fees and termination of right to accept cards

We have the right to impose non-validation fees on you and terminate your right to accept cards if you do not fulfill these requirements or fails to provide the mandatory validation documentation to us by the applicable deadline.

We will notify you separately of the applicable deadline for each annual and quarterly reporting period. If we do not receive your mandatory validation documentation, then we have the right to terminate your right to accept cards and to impose non-validation fees on you.

Periodic validation of level EMV merchants

Your merchant level may be classified as EMV if you submit 50,000 (or more) American Express card transactions per year, of which at least seventy-five percent (75%) are made by the card member with the physical card present at a point of sale system compliant with EMV specifications and capable of processing contact and contactless transactions on a chip-enabled device.

If you are classified as merchant level EMV, you may submit the annual EMV attestation (AEA) instead of other validation documentation, in which case you must submit the AEA annually to us. Even if you fall into merchant Level 1 or 2, if you are classified as merchant level EMV, you only need to submit the AEA, and not the other merchant Level 1 and 2 validation documentation.

The AEA involves a process using PCI DSS requirements that allows self-examination of your equipment, systems, and networks (and their components) where cardholder data or sensitive authentication data (or both) are stored, processed or transmitted.

The AEA must:

- > Be performed by you
- > Be certified by your chief executive officer, chief financial officer, chief information security officer, or principal
- > Certify that you meet the requirements for merchant level EMV

Appendix 3

Special provisions for Discover Network

DISCOVER NETWORK PROTOCOL FOR INTERNET TRANSACTIONS

Each Internet Discover Network card transaction accepted by you and submitted to us must comply with Discover Network standards, including, without limitation, Discover Network standards governing the formatting, transmission and encryption of data, referred to as the “designated protocol”.

You are permitted to accept only those Internet Discover Network card transactions that are encrypted in accordance with the designated protocol. As of the date of these procedures, the designated protocol for the encryption of data is Secure Socket Layer (SSL).

We may, at our discretion, withhold Settlement until security standards can be verified. However, the

designated protocol, including any specifications with respect to data encryption, may change at any time upon thirty (30) days advance written notice. You are not permitted to accept any Internet Discover Network card transaction unless the transaction is sent by means of a browser that supports the designated protocol.

AUTHORIZATIONS

Card Not Present Transactions

For Discover Network Card Not Present transactions, you must also verify the name and billing address of the Discover Network cardholder using the Address Verification System (AVS).

Discover Network procedure for request for cancellation of authorization

If a Discover Network or PayPal card sale is canceled or the amount of the transaction changes following your receipt of authorization for the sale, you must process an authorization reversal via your POS device or, for voice-approved authorizations, call your Authorization Center directly and request a cancellation of the authorization. An authorization may be canceled at any time within ten (10) days of your receipt of the authorization, but must be canceled before the sales data relating to the transaction is submitted to us, after which the authorization cannot be changed. For an authorization cancellation, you must provide us with the following information, in this order:

- > The Discover Network merchant number used in the authorization
- > The card number
- > The original amount of the authorization being canceled
- > The new amount of the total transaction (if any)
- > The original authorization code for the authorization being canceled
- > The expiration date of the card
- > A brief reason for the authorization cancellation

Discover Network Cash Over Transactions

Cash over transactions are only available for Discover Network.

You may issue cash over in connection with a Discover Network card sale, provided that you comply with the terms on which you are authorized to accept cards, including the following requirements:

- > You must deliver to us a single authorization request for the aggregate total of the goods/services purchase amount and the cash over amount of the card sale.

You may not submit separate authorization requests for the purchase amount and the cash over amount;

- > The sales draft must include both the purchase amount and the cash over amount, and you may not use separate sales drafts for the purchase amount and cash over amount
- > Cash over may only be offered with a Card Present card sale that includes a purchase of goods or services by the cardholder. You must not issue cash over as a stand-alone transaction. If you offer cash over, you may require the total amount of a card sale with a credit product, including cash over, to meet a minimum transaction amount of up to \$10. You must not assess or charge fees of any type or amount, including any surcharges, on cash over transactions. You must not include in cash over transactions any of the fees or charges applicable to cash advances.
- > Cash over may not be dispensed in connection with credits, cash advances, or any card sale for which you are unable to electronically capture Track Data using the POS device
- > The maximum amount of cash that you may issue as cash over is \$100

Cash over may not be available in certain markets. Contact us for further information.

Appendix 4

Special provisions for PayPal

PayPal does not permit the following transaction types:

PayPal does not permit internet (ecommerce), mail order, manually key-entered, cash type transactions (including, cash over, cash advance or quasi-cash transactions), or international/non-U.S. currency transactions. Contact us for further information related to these transaction types.

Authorizations

PayPal procedure for request for cancellation of authorization

If a PayPal card sale is canceled or the amount of the transaction changes following your receipt of authorization for the sale, you must process an authorization reversal via your POS device.

PayPal Sublicense to Use PayPal Marks

You are prohibited from using the PayPal Marks, as defined below, other than as expressly authorized in writing by us.

“PayPal Marks” means the brands, emblems, trademarks, and logos that identify PayPal acceptance. You may use the PayPal Marks only to promote PayPal products, offers, services, processing, and acceptance. Your use of the PayPal Marks is restricted to the display of decals, signage, advertising, and marketing materials provided or approved by PayPal in writing pursuant to the process set forth in the PayPal Card Organization Rules. You are not permitted to use the PayPal Marks in such a way that PayPal Account Holders could believe that the products or services offered by you are sponsored or guaranteed by the owners of the PayPal Marks. You recognize that you have no ownership rights in the PayPal Marks. You are not permitted to assign to any third party any of the rights to use the PayPal Marks. You are prohibited from using the PayPal Marks, not permitted above, unless expressly authorized in writing by PayPal.

Appendix 5

Special provisions for Alipay

What is Alipay

Alipay is a payment processing platform offering a variety of services to Chinese National consumers. Alipay offers consumers the ability to make payments using prepaid funds stored in a digital wallet account established between Alipay and the Alipay consumer.

State Restrictions

If you elect to accept Alipay services, Processor may provide them to you in the States where legally permitted.

Alipay Funding Schedule

Alipay transactions are settled and funded in China Standard Time.

Alipay recognizes certain days as Chinese National holidays which can cause funding delays. The holidays can be as long as 5 consecutive days. Authorizations are not impacted during these holidays.

Refunds and Transaction Adjustments

Alipay consumers have 90 days from the transaction date to request a refund. After 90 days, all refund requests will be declined. Merchants will receive notification and will have the authority to determine if they wish to process the refund or reject the request (in accordance with your stated policy(ies) and any applicable laws).

STATE OF FLORIDA
DEPARTMENT OF FINANCIAL SERVICES

**E-PAYMENT COLLECTION AND PROCESSING
SERVICES**

1819-01 ITN TR

Payment Processing Application Setup Form

Expiration Date	Version	Date
MM/DD/20YY	1.0	12/06/2019

Table of Contents

1. Appendix A: Payment Processing Application Setup Form	3
1.1 Project Information	3
1.2 Participant Accounting Contact Information.....	3
1.3 Participant Revenue Information (If different from concentration)	3
1.4 Information Provided by NIC for Payment Gateway (TPE)	3
2. Approvals	4
2.1 Acceptance of Delivery/Deployment Approvals.....	4

1. Payment Processing Application Setup Form

1.1 Project Information

Project Manager Name:	
Application Name:	
Launch Date:	
Statutory Fee:	
Convenience Fee:	
Credit Card Transaction Fee:	
Fee paid by:	Choose an item.
eCheck Transaction Fee:	
Fee paid by:	Choose an item.
Item SKU:	
Refund Process:	Choose an item.
Return Process:	Choose an item.
Peak Transaction Periods:	
Number of Transactions Expected Annually:	

1.2 Participant Accounting Contact Information

Participant (Merchant) Name:	
Contact Person:	
Address:	
City, State, Zip Code:	
E-mail:	

1.3 Participant Revenue Information (If different from concentration)

Bank Name:	
Account Number:	
Routing Number:	
eCheck Bank Name:	
eCheck Account Number:	
eCheck Routing Number:	

1.4 Information Provided by NIC for Payment Gateway (TPE)

Credit Card Service Code:	
eCheck Service Code:	

2. Approvals

2.1 Acceptance of Delivery/Deployment Approvals

I have read the above Payment Processing Application Setup Form and will abide by its timelines and pledge my full commitment and support for the project.

Department Executive Sponsor:

Signature: _____ Date: _____

Print Name: _____

Participant Sponsor:

Signature: _____ Date: _____

Print Name: _____

NIC Project Manager:

Signature: _____ Date: _____

Print Name: _____

NIC Director of Operations:

Signature: _____ Date: _____

Print Name: _____

NIC General Manager:

Signature: _____ Date: _____

Print Name: Sloane Wright _____

DEPARTMENT OF FINANCIAL SERVICES

EXHIBIT 1

Value-Added Services

Value-Added Services.

The Contractor shall provide the following Value-Added Services, upon a Participant's request via a change order (and subject to Department approval for all Agency Participants), to enhance the overall e-Payment experience for Customers by indirectly facilitating payments. Pricing for Value-Added Services is specified in Attachment 3, Price Response. By electing to utilize any of these services, the Participant confirms that such use will be within the scope of this Contract and will not circumvent any of the requirements of chapter 287, F.S., or other applicable law.

1. **AppEngine to Facilitate Payments (AppEngine VAS).** AppEngine VAS provides the Contractor the ability to work with Participants to configure and build the following types of services to enhance the e-Payment experience:
 - a. Contact Us Forms to gather feedback and process Customer support inquiries.
 - b. Simple event registrations that do not require a fee to register but may allow Customers to make e-Payments at the event (e.g., county fair).
 - c. Inspections that could ultimately result in a fine or fee processed via the Core Platform.
 - d. Lookup Apps to check status of, for example, professional licensing that could ultimately result in a payment via the Core Platform.
 - e. Surveys to gather feedback to enhance the e-Payment experience for Customers.
2. **Gov2Go® Platform for Timeline and Notifications (Gov2Go VAS).** Based on Customer profile, Gov2Go VAS notifies Customers via e-mail, text message, push notification on the Customer's device, or in-app message about relevant information associated with future payments. These notifications provide details about documents needed or actions required by the Customer before a payment can be made, including, for example:
 - a. A business registration notification that reminds the Customer of an upcoming payment or deadline;
 - b. Notification that taxes are due; or
 - c. Notification of documents that are needed to renew a Customer's driver's license.
3. **Custom Development.** The Contractor shall provide custom development services to Participants to enhance e-Payment services in accordance with the professional services rates specified in Attachment 3, Price Response. The Participant must create a Statement of Work for such custom development prior to beginning the custom development.
4. **Professional Services.** The following positions may be utilized to enable the Value-Added Services described above. The rate associated with each position is specified on Attachment 3, Price Response.

Labor Category	Experience	Description
Technical Lead	5 years	Experience serving as the lead of complex technology implementations. Understands how to deploy systems on infrastructure-as-a-service and platform-as-a-service providers. Comfortable with liberally sharing knowledge across a multi-disciplinary team and working within agile methodologies. Primarily responsible for designing overall solution and designing modern front-end web programming techniques and frameworks, as well as backend relational databases. Clearly communicates and works with stakeholders at every level.
Project Manager	3 years	Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering system and software capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with developers and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Capable of working with industry and government experts on defined goals and objectives.
Developer/Mid	3 years	Creates and/or maintains software systems, communications software, database packages, compilers, repositories, and utility and assembler programs. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications. Able to work independently and in cross-functional information technology teams. Capable of providing leadership briefings and supporting multiple programs simultaneously. Serves as lead subject matter expert for systems modernization initiatives.
Developer/Junior	1 year	Creates and/or maintains software systems, communications software, database packages, compilers, repositories, and utility and assembler programs. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications. Able to work independently with minimal supervision. Provide analysis and recommendations to project leadership.

Tester/QA	1 year	Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Able to support the development and delivery of leadership briefings with clearly defined goals and objectives.
Data Scientist	5 years	Possesses knowledge of applying methodologies and principles to address client's needs. Support analyst functions including data collection, interviewing, data modeling, project testing, and creation of performance measurements to support project objectives. Conducts activities in support of project team objectives. Capable of working independently or with a team. Provides broad subject matter expertise across multiple projects/programs.
Data Analyst	2 years	Possesses knowledge of applying methodologies and principles to address client's reporting and data analysis needs. Data analyst functions including data collection, interviewing, data modeling, project testing, and creation of performance measurements to support project objectives. Conducts activities in support of project team objectives. Capable of working independently or with a team.
Report Specialist	1 years	Responsible for developing, drafting, writing, and editing reports, briefs, and other documents in support of a client's requirements. Interfaces with personnel to coordinate meetings; maintains logs, records, and files; provides end-user support, and performs general administrative duties. Assists in budgetary, billing, and financial management. Responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods, including user reference manuals. Capable of working independently with minimal supervision as required.