



Jefferson Parish Department of Purchasing
P. O. Box 9 Gretna, Louisiana 70054

**Payment Processing Services for Debit/Credit Card
and Other Forms of Electronic Payment**

RFP Number: 0438

Due: May 24, 2022, at 3:30 PM CST

The logo for divdat, featuring a cluster of blue dots of varying sizes arranged in a grid-like pattern above the word 'divdat' in a blue sans-serif font. A registered trademark symbol (®) is located to the upper right of the 't'.

divdat® Technical Response

A. Cover Letter

May 24, 2022
Sidney Duffy
Buyer, Jefferson Parish
P.O. Box 9
Gretna, Louisiana 70054

RE: Jefferson Parish, LA Payment Processing Services RFP No. 0438

Dear Ms. Duffy and Members of the Selection Committee:

On behalf of Diversified Data Processing & Consulting (“**DivDat**”), I am writing in response to your issued request for proposal to submit our comprehensive payment processing solution to Jefferson Parish, Louisiana, as you evaluate qualified vendor responses to fulfill your electronic payment processing needs.

With decades of experience in supporting municipalities with tailored payment processing solutions, DivDat has a vested interest in serving the Jefferson Parish community with additional payment processing capabilities and is committed to helping ensure the successful implementation of the program set forth in the RFP. We understand that Jefferson Parish is looking to continue accepting payments via debit/credit cards and other types of electronic payment methods, whether in person, online, or over the phone. Also, we applaud Jefferson County for expanding your online capabilities to include a central hub for online payments as you continue to provide superior customer service to residents through modern, technology-enabled channels.

The DivDat Payment Network solutions portfolio includes web pay, interactive voice response payment processing (phone pay), a comprehensive mobile phone application, point of service terminals, and payment kiosks, each of which would reside on the same payment processing network. For Jefferson Parish residents, this comprehensive, networked approach will provide a streamlined experience and increase both the convenience and the likelihood of residents to select self-service payment methodologies. For Jefferson Parish, DivDat’s comprehensive approach will serve to increase collections while reducing the overall costs associated with payment receipt, reconciliation, posting, and reporting, across departments.

For more than 50 years, DivDat has provided technology-enabled services and consulting to government entities and neighboring service providers, including states, cities, counties, municipalities, courts, and energy companies. Working collaboratively with our clients, we have developed new products, leveraged new channels, and have engineered new capabilities to make paying, collecting, posting, transferring, and reporting on payments more efficient.

Like Jefferson Parish in size and demographics, the City of Detroit, one of DivDat's largest and longest-standing clients, leverages solutions across the DivDat Payment Network. By providing residents convenient ways to pay for city services, they have increased collections, reduced the cost associated with treasury management, and achieved compliance with the edict to eliminate cash handling by city employees. The City of Detroit relies on the DivDat Payment Network in each of its City departments, and offers DivDat's Web Pay, Mobile Pay, interactive voice recognition (IVR) powered Phone Pay, and Kiosk as a Service to their residents.

Detroit and its surrounding neighborhoods, villages, as well as adjacent cities and towns have been severely impacted by shrinking economic opportunities and corresponding population loss. The DivDat Payment Network has given Detroit and its neighbors a way to increase collections, reduce corresponding costs, and simultaneously increase resident satisfaction. We are confident that we can do the same for Jefferson Parish.

On behalf of the DivDat team, we strongly urge you to give special attention to our proposal. We understand the unique challenges municipal governments face to maintain serving the residents of their communities in the face of shrinking staff, tight budgets, and aging systems. We are unique in our broad base of electronic payment processing services, our business model which leverages the same advanced technology across multiple convenient platforms in order to increase residents' propensity to pay, and our mission to make it easier for underbanked and low-income residents – many of whom are both technology and transportation challenged – to stay current with their essential bills.

You can trust that the DivDat Payment Network prioritizes security, across payment gateway platforms. We are PCI and SOC compliant and deploy best-in-class security integrations. We make it our mission to exceed security expectations in the handling of personal information and credit card and banking information. We understand the importance of information security and can help extend this deep knowledge base, practice acumen, and increased level of scrutiny to your team.

We have absolute confidence in our ability to deliver for Jefferson Parish in accordance with the RFP requirements and in alignment with the business goals of the Parish. We invite you to lean on our vast experience in the multi-channel payment processing arena, to ask questions as we get past introductions and begin to better understand each other's businesses, and to leverage our bank of knowledge to swiftly come to a decision, then partner to make quick work of a meaningful implementation, so your team can move forward to taking stock of the many benefits of a community best served.

On behalf of the full DivDat team, we thank you in advance for your time and consideration. We look forward to the opportunity to present Jefferson Parish with the DivDat solution set best aligned to meet your business goals, while fitting within your budget, schedule, and performance parameters, in the very near future.

Sincerely,



Jason Bierkle
President, DivDat
Email: jbierkle@divdat.com
Office: 313-446-8375
2111 Woodward Avenue, Suite 702
Detroit MI 48201

Our Mission - Leveling the *Paying Field*®



Increase Customer
Satisfaction



Maximize On-Time
Payments



Minimize Shut-Offs &
Foreclosures



Participate in Corporate
Inclusion

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C. Technical Proposal

Scope of Work/Services

#1. The Merchant service provider (or providers, if multiple contracts are awarded) will be required to provide and operate, consistent with Parish guidelines and oversight, its own front-end payment system to process customer payments for various debt types owed to the Parish.

DivDat will provide a front-end payment system via web/online portal to process Jefferson Parish payments for various departments.

#2. Online features of the merchant account management software - The vendor should highlight how the merchant account is managed by the accounting/finance functions. For example, describe all the tools and methods for viewing transactions/batches, changing account information, responding to charge backs, user management, etc.

DivDat will provide Jefferson Parish with access to **DivDat's Transaction Dashboard which is a central hub for transaction data, which provides the ability to monitor and query all transactions performed, across all DivDat Network payment channels (Mobile App, Web Portal, Phone Pay/IVR, POS, and Payment Kiosk).**

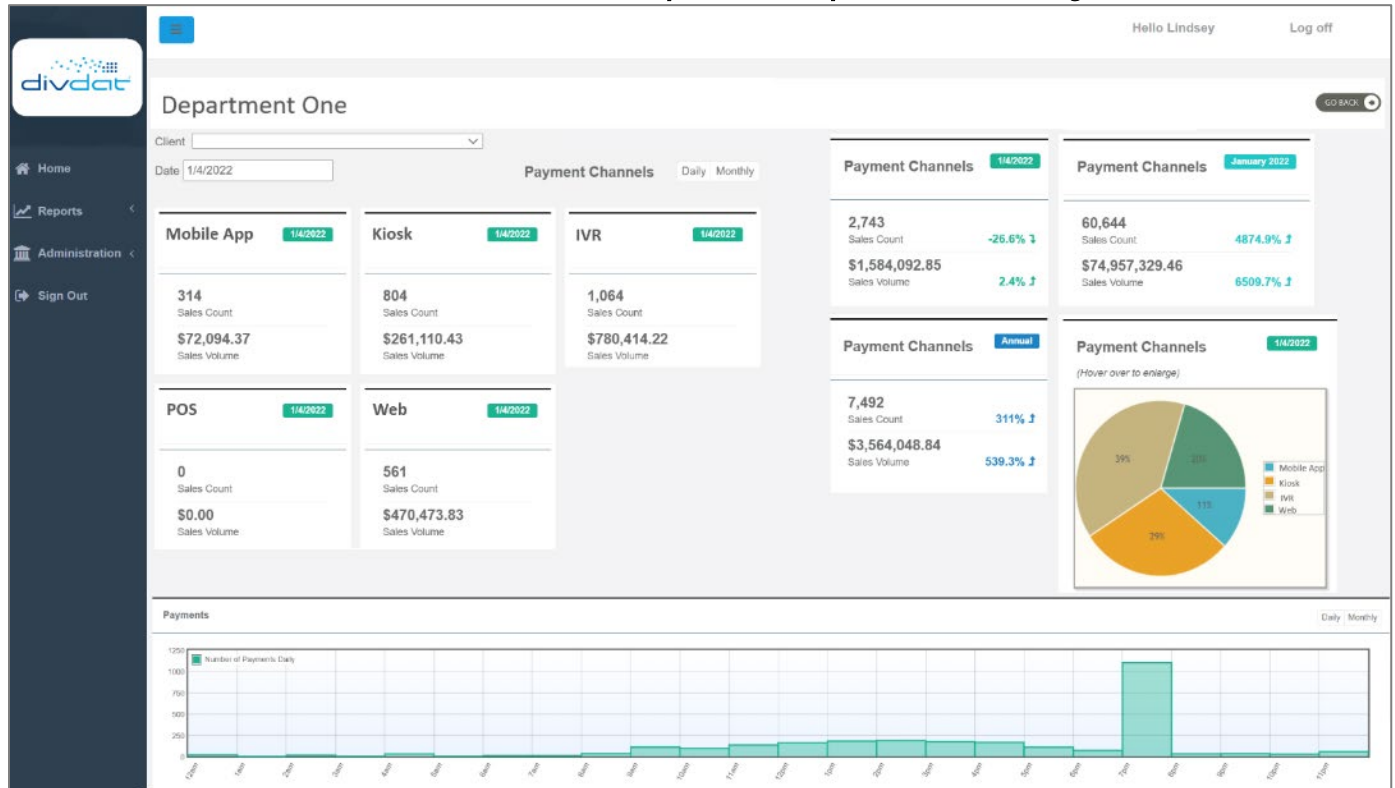
Jefferson Parish staff will have access to the credit card and ACH virtual terminal tool sets allowing staff to review transaction details, chargebacks, settlements, funding details and more. Jefferson Parish staff can also perform refunds, voids or make payments directly within the virtual terminal. All these tools are associated with the Jefferson Parish merchant accounts and will provide full control and visibility. ACH returns, chargeback dispute tools, and settlement batch tools and reports are included as standard tools of the merchant account management software package. DivDat also provides issue escalation personnel support to resolve any accounting inquiry that may not be able to be resolved online.

Real-Time Transaction Reporting: The transaction report portal provides real-time visibility into transactions performed across the DivDat Payment Network. Transactions can be searched by channel, physical payment location, date and time, payment type, transaction ID, and other key filters. Additionally, credit card and check payments can be voided on the same day, on an as-needed basis. Customer receipts can be viewed and/or electronically redistributed to customers via email or text message, directly from the back-end Transaction Reporting portal. This tool will act as your day-to-day transaction report for both operations and accounting teams, with role-based permissions access being granted, based on your business rules and credentials.

Virtual Terminal Tools: The Jefferson Parish team will have access to the credit card and ACH Virtual Terminal Tools, which allow staff to review transaction details, chargebacks, settlements, funding details, and more. Jefferson Parish staff can also perform refunds, void transactions, or make payments directly to accounts, from within the virtual terminal. This comprehensive toolset is associated with Jefferson Parish's merchant accounts and will provide full transaction-based control and visibility. DivDat also provides issue escalation personnel support to resolve any accounting inquiry that may not be able to be resolved online

Examples of the DivDat's Transaction Dashboard home page and transaction reporting screens follow.

DivDat Transaction Dashboard – Department-Specific Home Page



DivDat Transaction Dashboard Main Transaction Reporting Screen

DivDat Transaction Dashboard Transaction Reporting Screen Search

Search Filter Overlay:

- Billers:** Wayne County Treasurer, Colton Public Utilities, **Detroit Water and Sewerage**, City of Detroit Current Property Tax
- Date:** 08/24/2021 8:00 PM - 08/25/2021 8:00 PM
- Channels:** Web, IVR, **Kiosk**, Mobile
- Kiosks:** RA-513 (1024), RA-514 (1025), RA-515 (1026), **RA-516 (1027)**, RA-517 (1028)
- Status:** Successful, - Approved, - Settled, Declined
- Methods:** None, Visa, MasterCard, American Express, Discover
- Amount:** **AuthCode:**
- Account Name:** **Last 4:**
- Account #:**
- Transaction Id:**
- Buttons:** Cancel, Apply Filter

Transaction List (Background):

Trans.Id	Date/Time	Channel	Name	Status	Kiosk Id	Billers
330313	08/25/2021 1:00:08 PM	IVR		Approved		DWSD
330312	08/25/2021 1:00:03 PM	Kiosk		Approved	1029	DTE Energy
330311	08/25/2021 12:59:57 PM	GuestPay		Approved		36th District
330310	08/25/2021 12:59:47 PM	Kiosk		Approved	1026	DTE Energy
330309	08/25/2021 12:59:41 PM	GuestPay		Declined		Cur Proper
330309	08/25/2021 12:59:41 PM	GuestPay		Declined		Cur Proper
330309	08/25/2021 12:59:41 PM	GuestPay		Declined		Cur Proper
330308	08/25/2021 12:59:34 PM	GuestPay		Approved		WCT
330307	08/25/2021 12:59:32 PM	Web		Approved		DWSD
330306	08/25/2021 12:59:32 PM	IVR	AMPTON	Approved		DWSD

DivDat Transaction Dashboard Transaction Detail Screen

Payment Transaction Details

Transaction Id: 0247

Department: DWSD

Transaction Date/Time: 8/25/2021 12:51:52 PM

TransRefId: 17

Customer Account #: 7504

Payment Amount: \$300.00

Service Fee: \$0.00

Total: \$300.00

Payment Method: VISA

Acct # Last 4: VISA-94

Gateway Response: Processed

Gateway AuthCode: 055

Gateway Transaction Id: 191

Status: Approved

Receipt Delivery Method: Printed

Source: 10

Payment Channel: KIOSK

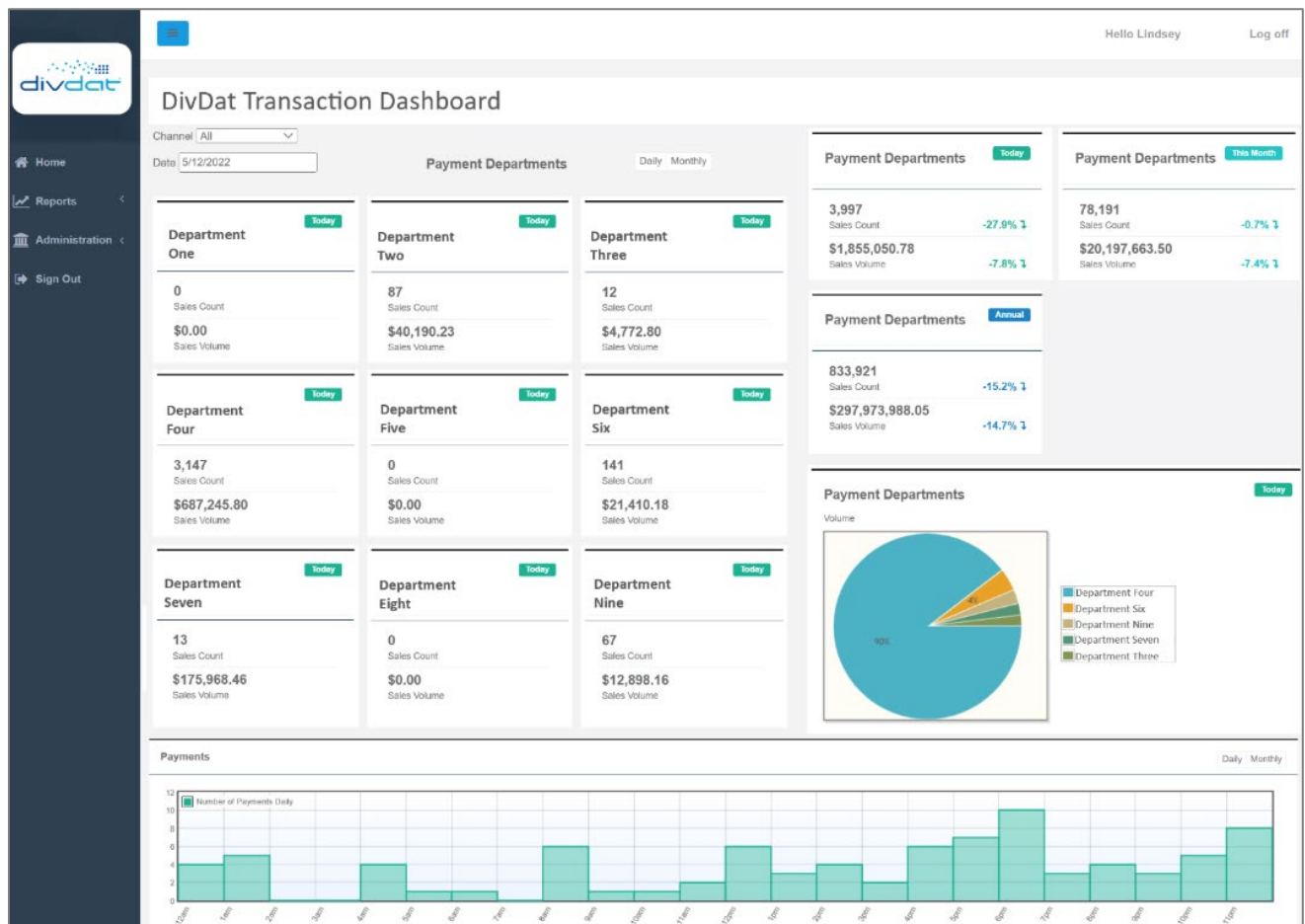
[Back to List](#) [Void Payment](#) [Email Receipt](#) [Print Receipt](#)

#3. Merchant account – management software must be able to identify sub departments in transactions or multiple accounts.

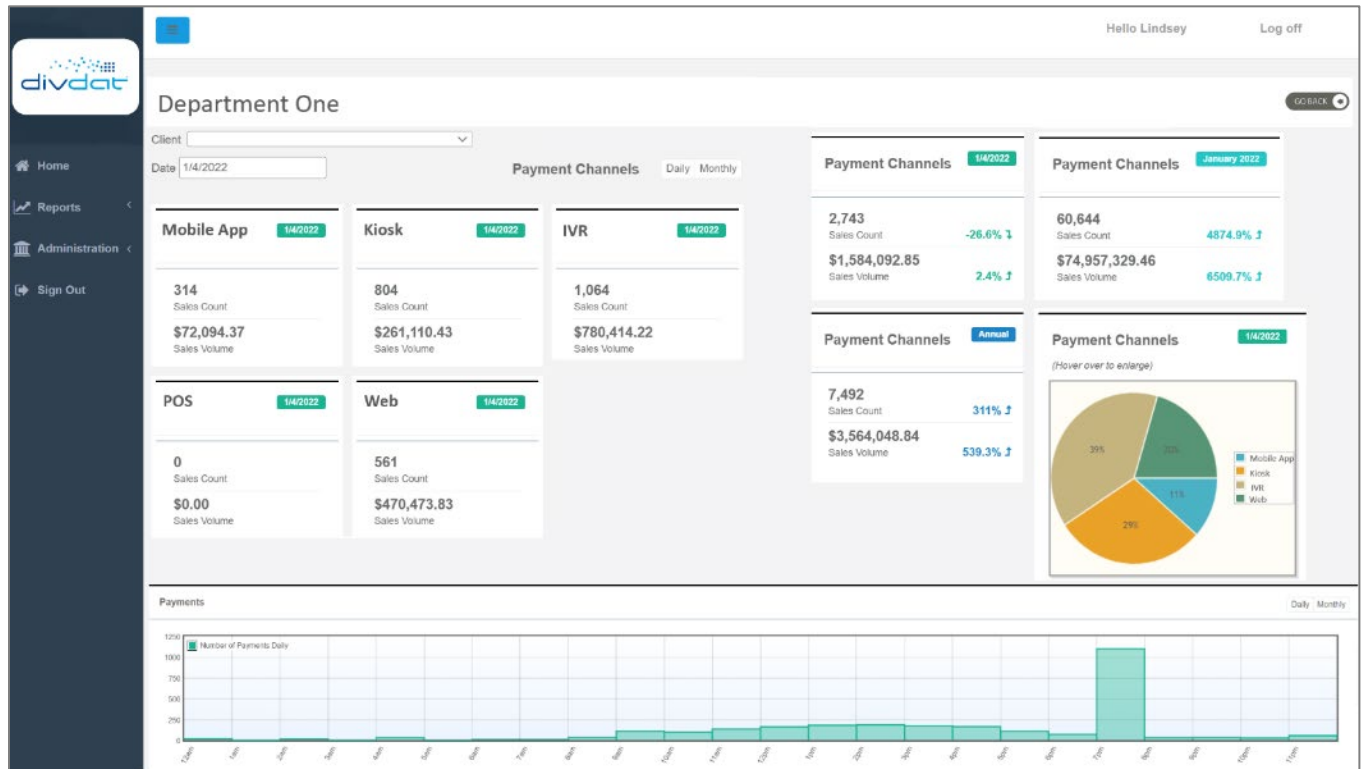
As mentioned above, DivDat will provide Jefferson Parish with access to **DivDat's Transaction Dashboard** which is a reporting portal to the central hub of transaction processing data. The Dashboard provides real-time visibility into transactions and inquiries. It allows users to view and query all transactions from all DivDat Payment Network channels, including Mobile App, Web Portal, Phone Pay/IVR, POS, and Kiosk. Role-based access to the transaction dashboard can be granted to any personnel, across all Jefferson Parish departments, as desired.

The Jefferson Parish home page in the DivDat Transaction Dashboard will be automatically configured to be viewed as current-date transactions are completed. The system can be queried for historical data by easily selecting a specific date, month, and/or year, based on user-specified parameters. Transaction data is displayed in an easy-to-view pie or bar chart configuration. For example, the Transaction Dashboard can display high-level data such as payments made by DivDat Network channel, or in detail by transaction payment type, demonstrating the number of payments made at a specific location per day.

Below is an example of the home page and two graphical reports shown on the DivDat Transaction Dashboard.



From the Transaction Dashboard homepage, Jefferson Parish will have the ability to view transaction volume and total revenue collected by payment channel, by department, and in real-time.



#4. Merchant service provider is asked to provide application programming interface (API) for the debit/credit card processing that is .NET based and can be imbedded in any Jefferson Parish .Net application software.

The DivDat Payment Network is a payment gateway that will allow integration for transaction processing via a secure, state-of-the-art API. The DivDat development and engineering team utilizes Microsoft .NET development tools and C# programming language for most development needs. DivDat has performed numerous integrations using our .NET payment processing applications, and maintains this ongoing functionality for some of the largest municipalities and energy companies in the country. DivDat has vast knowledge in municipal payment processing and treasury reconciliation and settlement workflows.

#5. Merchant service provider must also be able to work with other Parish Vendors to develop APIs between their payment system and service delivery or billing software.

Our team of e.NET developers combine decades of SaaS development experience with rich industry knowhow to create secure, state-of-the-art APIs specific for our client integrations. Our engineering teams are consultative in nature and have developed expertise in developing customized APIs and payment processing solutions that for municipalities around the country with years of experience and Integrations into third-party CIS and billing systems.

#6. All software (API) provided must be PCI compliant.

DivDat is a PCI DSS v.3.2.1 Level 1 certified service provider, listed on the Visa and Mastercard service provider registry and SOC 1/2 compliant. DivDat's Compliance and Security team regularly review Federal, State and Local rules and regulations against our current governance program. Adjustments to DivDat's governance program are submitted to and approved by DivDat's Executive team.

#7. All payments made by a customer must be immediately deposited directly into a designated Parish bank account through a Parish-approved banking partner, and at no time would flow through the Contractor's bank account.

DivDat Payment Network adheres to industry standard timeframes for settlement of funds. Below are the funding schedules for each payment type: ACH, Bankcard, Cash.

Bankcard (Credit/Debit Card) Payments Funding Schedule	
Payment Day	Effective Day of ACH
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday-Sunday	Monday

Check/ACH Payments Funding Schedule	
Payment Day	Effective Day of ACH
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday-Sunday	Tuesday

For Bankcard and ACH processing, DivDat is a registered payment processor with direct connections into the ACH banking network and credit/debit card networks. This allows us to eliminate payment layers and costs as part of our processing services.

For reconciliation, DivDat will match your daily cut-off times to ensure a one-to-one match on your end of time reconciliation reports, your daily bank deposit reports and our payment settlement reports. This ensures that your daily and monthly reconciliation process is completed in minutes and requires no manual interaction between your back-office accounting and billing system and the DivDat software.

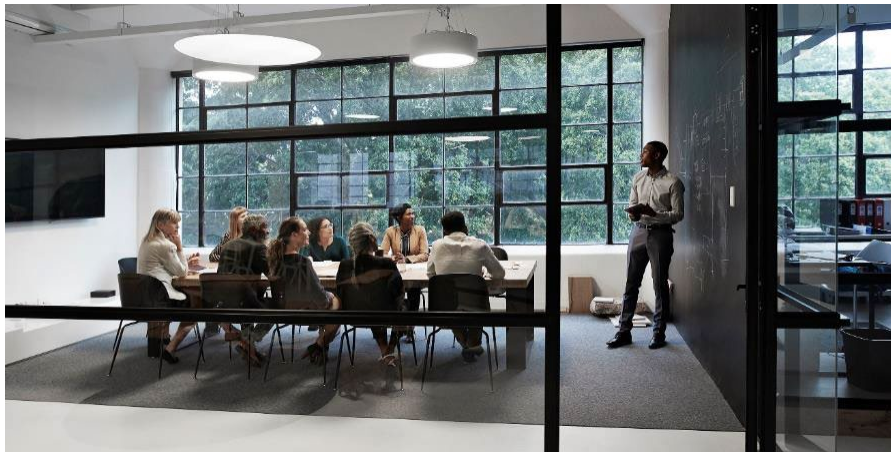
Training

Plans for necessary training, where applicable. Information demonstrating an affirmative statement shall be required that the proposer has reviewed the scope of work, understands the nature thereof and is willing and capable of providing the services thereof.

DivDat is a strong proponent of education and training. The DivDat payment solutions works to change consumer behaviors and we think it important for Jefferson Parish staff to understand all aspects of our unique and proprietary programs. At mutually agreeable times, and at no cost to Jefferson Parish, DivDat shall provide on-site training (or via Zoom or Teams video conference) during implementation for Jefferson Parish personnel regarding:

1. **Business flow** of electronic payments including reporting and processing of payments, chargebacks, and reversals.
2. **Payment solution** basics such as how to use the payment solution, support, interactive scripts, tips, and best practices.
3. **DivDat's "Transaction Dashboard"** including viewing payments, using charts, standard reports, creating ad-hoc reports, downloading and printing reports. DivDat will also assign Jefferson Parish a designated Strategic Relationship Manager to provide any additional training or tutorials that may be required. Further, the Strategic Relationship Manager is assigned to service your account and provide access to any DivDat resources you may require.

Depending on Jefferson Parish staff's preference and the topics covered the training session could last from one hour to a full day of training as Jefferson Parish y may desire.



D. Proposer Qualifications and Experience

History and background of Proposer, including but not limited to status with related services to government entities existing customer satisfaction, demonstrated volume of merchants, etc.

DivDat is a well-established provider of IT solutions, products and services for government entities including state, county, municipal, court entities, and energy companies. Working collaboratively with our clients, we have created new technologies to make paying, collecting, and transferring payments efficient for your customers and less redundant and time-consuming reconciliations for your team.

Jefferson Parish's minimum requirements as outlined in Section 1.4 are clear and understandable. DivDat can meet and exceed all requirements set forth in this RFP including:

- A. Ability to accept and process debit/credit cards payments linking to our online reporting system the DivDat Transaction Dashboard
- B. A team of professional project managers with years of experience implementing complex technology and payment integrations. DivDat also has experience in processing debit/credit card payments to government entities including State, County, Municipal, Court entities, as well as public and privately held energy companies
- C. Documentation to support the qualifications criteria as mentioned in this RFP
- D. Ability to provide a cost-effective solution for merchant services
- E. Ability to provide Bruce Babiarz as Jefferson Parish's single point of contact for contract discussions
- F. Ability to provide DivDat Transaction Dashboard, a real time web-based reporting of transactions by department and payment channel (IVR, POS, Web, etc.)
- G. Ability to provide immediate and direct deposit of all payments made by the Jefferson Parish customer to a designated Jefferson Parish bank account. Payments will not flow through DivDat's bank account
- H. PCI Compliance
- I. Ability to train Jefferson Parish employees on DivDat Transaction Dashboard and DivDat Payment Services (IVR, POS, Web, etc.)
- J. Ability to work with other Jefferson Parish vendors to facilitate construction of API's to communicate

DivDat, originally founded 50 years ago as Diversified Data Processing and Consulting and provided invoicing and payment solutions for global and national brands. The Company was built on the premise, and still maintains today, that there is a better way for companies, municipal entities, and corporations to invoice and process payments from their customers than the way they've always collected revenue. This efficiency hinges on increasing their customers' **propensity to pay** by providing greater access and convenience to pay their essential bills with dignity.

Multiple cities across the country have taken advantage of DivDat's payment solutions of Kiosk, Mobile App, Web Pay, IVR/Phone Pay and Point of Sale Cashiering System. DivDat collects payments for property taxes, delinquent taxes, water, court fees and fines and many other city services. DivDat's unique model to facilitate the collection of bills has been a tremendous benefit to cities in Michigan, Iowa, Illinois, Texas, and California to name a few.

DivDat's electronic payment solutions accepts cash, check (personal or business), credit/debit payments for essential bills. Our program requires only limited time from the billers for establishment of the Jefferson Parish's business rules, minimal time of your IT personnel and Treasury. Once the program is deployed, DivDat is responsible for all aspects of the collection process – freeing up Jefferson Parish's staff's time to do other important functions to serve residents.

ROI to Jefferson Parish & the Benefits

- 98% Customer satisfaction - "Very Satisfied" or "Satisfied"
- Kiosk as a Managed Service
- Eliminates the need to and risk of handling cash
- DivDat's Transaction Dashboard and Treasury Reconciliation Report
- Increased collection rates - propensity to pay & advance payments
- Strong ROI can re-purpose cashiers for other critical functions
- Fully loaded cost to process a cash payment via a cashier is \$20 to \$28
 - Kiosk transactions are under \$3
 - Cost of cash collections averages 1% – which is considerably less expensive than credit card payments
- Regulators, legislators, community leaders mandate some in-person payment presence
 - Kiosks fulfill the walk-in payment solution
- Billers reduce payment centers or cashier windows
- Option to redeploy cashiers as customer service agents
- Enhance branded community presence
- Billers save money, move closer to customers while receiving accolades for helping people. Good PR, Goodwill
- Expand payment/collection hours to virtually 24/7
 - 40% of users pay after normal business hours, 30% pay on weekends

DivDat is proud of its success in offering a proven and comprehensive payments network solution at highly affordable pricing. DivDat is high tech with its payment network and high touch with its customers, helping ensure Jefferson Parish gets the right technological solutions as well as the time and consideration its staff and residents deserve.

DivDat Team

Proposer shall provide resumes for account manager(s), designated customer service representative(s) and any and all key personnel anticipated to be assigned to this project, in addition to resumes of any and all subcontractors.

DivDat has a team of professional project managers with years of experience implementing complex technology and payment integrations. After successfully implementing hundreds of technology integrations, we have created a finely honed process that simplifies integration. We will assign to Jefferson Parish a Senior Project Director who has over 30 years of experience delivering similar projects for enterprises large and small.

The DivDat Implementation Services Team is responsible for execution of the implementation plan and supporting Jefferson Parish and its users in achieving the project objectives. Implementation support begins at the beginning of the project with a Requirements Discovery, continues through biller and payment services rollout, and ends on project completion when the project will seamlessly transition to DivDat ongoing support services.

Responsible: These people have responsibility for certain tasks. They are the 'creator' of the deliverable.

Accountable: This is the person accountable for the job in hand who will give approval.

Supportive: This is someone who can provide resources, information or will generally support you in getting the work done.

Consulted: These people would like to know about the task and we would seek their opinions before a decision or action.

Informed: This group get one-way communication to keep them up-to-date with progress and other messages after a decision or action.

DivDat Colleague Name	Bruce Babiarz	Greg Gonthier	Brian Unger	Gary Dahmer	Samara Cogswell	Jason Plock	Jason Bierkle	Mark Bierkle	Kiosk Ambassadors	Developers	Marketing
DivDat Colleague Role	CBO	Director of Implementation Services	CTO/CIO	CISO	CMO	CFO	President	Customer Success Representative			
Contract Agreement	A	I	C	I	I	R	I	I	I	I	I
Project Kick Off	S	R	A	C	S	C	I	I	I	C	I
Requirements Discovery	S	R	A	I	S	I	I	I	I	S	I
Product Roadmap	C	R	A	C	I	I	I	I	I	S	I
Define Business Rules	C	R	A	C	I	I	I	I	I	S	I
System Integration / Developemnt Effort	C	R	A	C	I	I	I	I	I	S	I
Application Configuration / Database Setup	C	R	A	C	I	I	I	I	I	S	I
System Testing and UAT	C	R	A	S	I	I	I	I	I	S	I
Training	C	R	R	I	I	I	I	S	R	S	S
Go-Live / Customer Launch	S	R	R	C	C	C	I	S	R	S	S
Maintain IT Security Compliance	I	C	C	R	I	I	I	I	I	C	I
Ambassador Team Management	S	I	I	I	R	I	I	C	R	I	R
Community Outreach	S	I	I	I	R	I	I	C	R	I	R



Bruce Babiarz

Chief Business Officer | O: 313-446-8385 | C: 248-721-2787
E: bbabiarz@divdat.com

Designated Day to-Day Account Manager for Jefferson Parish:

Bruce Babiarz has taken a lead role in DivDat's sales strategy in Michigan and nationwide. Mr. Babiarz will serve as the main liaison and contact for contract discussions should DivDat be selected for this important initiative.

Mr. Babiarz Biography:

Bruce Babiarz joined the DivDat team after a storied career in journalism, public relations, marketing, and business development. A celebrated journalist and editor, turned public and private sector consultant, Bruce first joined the DivDat organization in 2015 as a member of the executive team. He helped formulate the strategy for expanding on the success of the DivDat Kiosk Network®, including bill payment kiosks, web-based payment gateways, mobile payment options, point of service payment processing, and interactive voice recognition (IVR) solutions for consumers.

At DivDat, Bruce has served in multiple leadership roles, including Chief Marketing Officer, and Lead Public Relations, Media Relations, and Government Relations Consultant. As the head of business development for the firm, he continues to leverage his vast experience and decades-long relationships in national, state, and local governments to bring market insights to the product development team, in real time.

Bruce has been instrumental in growing the Company's book of business and its sales and marketing teams by relying on a customer-centric approach, helping elevate the company's mission to reduce costs for billers and to make the DivDat bill payment kiosk network fee to use for customers. Prior to his roles at DivDat, Bruce founded and managed BAB Associates, LLC, a marketing, public relations, and communications consultancy specializing in strategic development and execution across a wide array of marketing, communications, and business development functions for the mobility, construction, real estate, technology, and professional services sectors.

Bruce earned his degree from Michigan State University and has received numerous awards for journalism, public relations, and communications. He serves on Oakland County's Economic Development Committee, the Detroit Athletic Club's Communication Committee, was past President of the Michigan Chapter of the Society for Marketing Professional Services, and was Chairman of the Building Owners and Managers Association Government Affairs Committee.



Greg Gonthier | Director of Implementation Services

Role with the Jefferson Parish project:

Greg Gonthier joined DivDat to lead the company's growing payment network services portfolio. Mr. Gonthier would serve in a full-time capacity for Jefferson Parish until the project go-live. He is available to Jefferson Parish by phone and by virtual or in-person meetings as requested by Jefferson Parish.

Mr. Gonthier Biography:

Mr. Gonthier led and successfully launched more than 150 technology integrations for DivDat clients and worked with clients to incorporate their business rules and requirements into the custom kiosk solution for each client. He successfully led and implemented the City of Detroit property tax program in 2017 and the Emergency Integrations of 12 remaining City departments due to the COVID-19 pandemic mayoral mandate on a fast-track basis in 2020.

Mr. Gonthier has over 30 years of experience leading complex programs and high-performance teams in the payments industry. Much of this time was at Burroughs and its successor company, Unisys. From 2010 until 2016, Mr. Gonthier led Information Technology and Supply Chain Operations at Burroughs after the sale of the Unisys Payment Systems Division to a private equity firm resulting in the re-emergence of the Burroughs brand. During this period, teams led by Mr. Gonthier created standalone systems and processes for Burroughs to operate and support the four-fold expansion of Burroughs in under 6 years. The striking accomplishment during this period was the complete remaking of Burroughs from a leading supplier of Check payment systems to the nation's largest independent ATM service company.

From 2002 to 2010 at Unisys, Mr. Gonthier led numerous solution implementation & custom consulting projects at national and large regional US banks. Key accomplishments include leading program offices for multiple check image enablement and Check 21 programs for several national banks and facilitating process reengineering engagements for multiple tier 1 financial institutions.

Supporting Staff



Samara Cogswell | Chief Marketing Officer

Samara Cogswell joined DivDat in April of 2022. Her deep domain expertise in integrated marketing and communications, coupled with her background product management and product marketing in the software space made her a natural fit for the growing organization.

Prior to joining DivDat, Samara led corporate-wide marketing and communications for The Shyft Group (formerly Spartan Motors), a publicly traded specialty vehicles manufacturer, and was responsible for the rebranding efforts across the organization's North American footprint.

She spent nearly a decade in insurance-specific SaaS companies, including Instec, Vertafore, and Sircon, and was responsible for demand generation across B2B and B2G markets.

Samara earned her Master of Business Administration degree from Northwood University, and her undergraduate degree from Michigan State University. A lifelong learner, Samara has continued her education through Northwestern University's prestigious Kellogg School of Management's marketing curriculum.



Brian Unger | Chief Technology Officer/Chief Information Officer

Brian joined the DivDat leadership team in 2012 as the Vice President of IT where he led productized efforts for the collections, utilities, and healthcare verticals, as well as managed the firm's transition to electronic payment processing. He was promoted to the rank of Chief Information Officer and Chief Technology Officer in 2016, and today oversees product design and development, applications, implementation, user support, and compliance across DivDat's payment gateway solutions and payment processing network.

Prior to joining the company, Brian held leadership positions with leading digital agencies, supporting General Motors and Ford's transition to digital and mobile marketing initiatives.

A lifelong entrepreneur and learner, Brian earned his degree in criminal justice, then went on to create and manage multiple start-up companies, including a retail gaming center and a tech start-up responsible for creating web-enabled video surveillance technology.

Brian's passion for forward-thinking technology enablement applies across DivDat's growing set of products, and to multiple blockchain and web3 organizations (technologies used by cryptocurrencies and the like), where Brian serves in an advisory capacity and continues to create emerging-space thought-leadership.



Brenda Ashford | Lead Ambassador

Brenda Ashford, the Company's Lead Ambassador, joined the DivDat team in 2012 after more than 30 years in customer service roles. Her breadth of business experience spanned industries and market segments, having come from Harvard Resources, a staffing company that leveraged Brenda's vast experience to "right" numerous challenged businesses that needed a fixer in customer-facing roles. Her approachable demeanor and passion for helping people made quickly elevated Brenda to Lead Ambassador for DivDat's kiosk-based customer service positions.

In the role, she enjoys not only demonstrating how the DivDat kiosks make quick work of taking payments for services by cash, check, ACH, and card, but especially takes pride in ensuring bill payers are confident in using the kiosks independently, based on her tutelage, the next time they visit a DivDat kiosk location to pay.

Brenda routinely defers praise for a job well done to her "students" and takes particular pride in empowering senior citizens to be more independent. She graduated with a business degree from Wayne County Community College and remains active in Detroit-based community groups and takes part in numerous volunteer activities throughout the year.



Gary Dahmer | Chief Information Security Officer

Gary Dahmer joined DivDat in July 2014 as the Infrastructure Manager. He was promoted to Information Systems Security Manager in 2018, and earned the role of Chief Information Security Officer in 2019.

Prior to joining the organization, Gary held progressive IT leadership positions with tier-one automotive suppliers Inergy Automotive Systems and Yanfeng USA, where he optimized manufacturing systems processes, security applications, data management protocols, and product and facilities launches across multiple physical and virtual environments.

Gary's focus on information security stems from his passion for forward-thinking technology, commitment to continuous improvement and maintaining and optimizing business continuity. His area of purview extends to operational support and is responsible for DivDat's kiosk deployments as well as customer service for DivDat's kiosk, web, and mobile payment gateways, as well as for payment processing support.

Gary is an active member of the CISO Executive Network's Detroit Chapter and continues to bring best practices to the organization's security protocol by way of his ongoing education and affiliations. Gary earned an Associate of Arts degree in IT from the University of Phoenix and holds multiple information technology and security certifications and accreditations, including CompTIA Security+.



Jason Plock | Chief Financial Officer

Jason Plock joined DivDat in 2001 as the Assistant Controller and advanced into the Controller role in 2005, as DivDat began its transition into a payment processing leader, across customer markets.

Bringing an increased focus to systems and processes, Jason earned several financial leadership promotions as the business transformed and grew. In 2019, he was elevated to Chief Financial Officer.

Jason worked for his family business at a young age. Understanding businesses large and small, his passion for streamlining accounting functions to provide the best possible user experience and subsequent customer service translates into an insistence on continuous improvement across Finance, Accounting, FP&A, Operations, and even touches DivDat's Product Development function.

Prior to his over 20-year career with DivDat, Jason held accounting positions at mid-sized Chicagoland businesses. He attended the College of DuPage and DeVry University and remains committed to creating opportunities for students to learn and grow into professional positions.

Experience & References

Proposers must provide a minimum of three (3) references from three local government or state governmental entities for whom equal or larger scope of services are either currently being provided or have been provided in recent past (not more than one year). Contact person(s), addresses and telephone numbers for each reference shall be included.

Reference #1



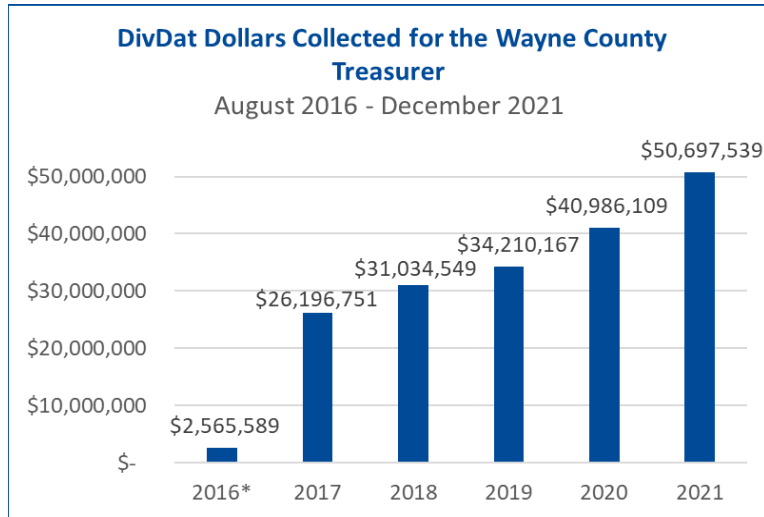
Client Name:	Wayne County Treasurer's Office
Contact Name and Title:	Eric Sabree, Treasurer
Address:	400 Monroe, 5th Floor, Detroit, MI 48226
Direct Phone:	313-224-5950
Direct Email:	ESabree@waynecounty.com
Service Dates:	August 2017 – Current
DivDat Payment Services:	Payment Kiosk, Web, and Mobile App

On the heels of The Great Recession of 2007-2009 and the largest municipal bankruptcy in history, The City of Detroit, also Michigan's largest county's seat, experienced unprecedented numbers of foreclosures, with more residents on payment plans for essential bills than ever before. One thing all of those people had in common. They were unbanked or underbanked, meaning credit, debit, and bank cards were not a viable form of payment for those residents. At that time, more than 30,000 people were on monthly payment plans and thousands more were facing risk of foreclosure in the nation's 16th largest county. Taxpayers had only one place to pay tax bills with cash – the Treasurer's Office, in downtown Detroit. Parking fees alone ranged from \$10 to \$50 and wait times could be hours, depending on the day and time. The office closed at 4:30 p.m., but on select days the Treasurer held office hours until as late as 9:30 p.m. to accommodate **the thousands of people standing in line to pay, in hopes of staying current or avoiding property seizure.**

Enter the DivDat Kiosk Network solution. Would people who pay their energy bills (average bill amount of \$180) pay substantially larger delinquent tax bills at a bill pay kiosk? Seeking to solve a complex problem with an accessible solution, DivDat deployed the scripts needed to seamlessly integrate with the Treasury Department's in-place systems of record, so that tax payments submitted through the kiosks would post to the correct tax payers' property-specific accounts, in real-time.

Immediately following the launch of the DivDat bill payment kiosks, in the fall of 2016, property tax payments began to trickle in, as people began to use and trust the self-service system. In the next 10 months following the launch, **DivDat bill payment kiosks collected approximately \$25 million for the Treasurer's office** in delinquent property tax payments. **That number grew to more than \$32 million** annually by 2019.

During the COVID-19 pandemic, the Treasurer's office and cashiers were closed to the public and remain so only by appointment. The DivDat Kiosk, complementary Mobile App and Web Payment gateway are helping the Treasury collect more than 85% of normal payments under the three-fold threat of pandemic, civil unrest and Governor's mandate to place all foreclosures in abeyance. Some 45,000 people each month use the DivDat Kiosk Network to pay delinquent tax bills. **Foreclosures are down more than 75-percent since the DivDat kiosk payment solution was deployed.**



"Since introducing the kiosks for our pilot program more than 100,000 people have used the kiosks to make payments or look up the status of their payments without having to travel downtown. The Wayne County Treasurer is pleased we have brought this safe, convenient, free option to you to make staying current on your payments even easier."

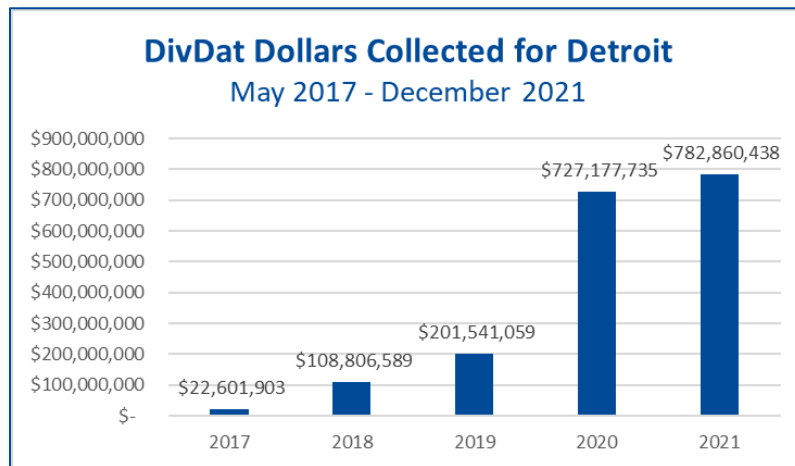
– Eric R. Sabree - Wayne County Treasurer

Reference #2



Client Name:	City of Detroit, Michigan
Contact Name and Title:	Justin Bahri, Interim Treasurer
Address:	2 Woodward Ave, Suite 1220, Detroit, MI 48226
Direct Phone:	313-224-3662
Direct Email:	BahriJu@detroitmi.gov
Service Dates:	July 2017 - Current
DivDat Payment Services:	Payment Kiosk, Web, Mobile App, IVR, POS

DivDat began serving the City of Detroit Treasury in July 2017 with our kiosk, web, and mobile app for city property tax payments only. DivDat has performed integrations for the City of Detroit not only for Property Tax and Water payments but for ALL 26 City departments from the Assessor's Office to Tow Lots for the Police Department. We cite this example because virtually every departmental software and computer system varied by department. Further the workflow and payment process were unique and distinct by department. By working cooperatively and collaboratively, DivDat performed technology integrations to deploy e-payment solutions desired by and necessary for each department. DivDat has successfully performed this same type of integration for numerous county, municipal, and energy sector companies, and utilities.



"I have worked with the DivDat Kiosk Network team in my capacity at the County and City and was very pleased to have the City Treasurer's office online live with DivDat effective July 11, 2017. The process of information technology integration, adoption of our unique City business and tax collection rules and protocols went smoothly and swiftly. We are very pleased with the DivDat Kiosk Network relationship and our taxpayers are enthusiastically endorsing this payment method."

– Christa McLellan, Deputy CFO/Treasurer

Reference #3



Client Name:	Detroit Water & Sewerage Department (DWSD), City of Detroit
Contact Name and Title:	Dan Rainey, Chief Information Officer
Address:	735 Randolph Street, Detroit, MI 48226
Direct Phone:	313-964-9917
Direct Email:	Dan.rainey@detroitmi.gov
Service Dates:	March 2017 - Current
DivDat Payment Services:	Payment Kiosk, Web, IVR, POS

The DWSD was also subject to the economic downturn of the Great Recession in 2009 and the subsequent filing of the bankruptcy by the City of Detroit. Further, the department had committed to infrastructure expansion and replacement and was subject to a review by federal authorities. Suffice it to say there were challenges in collecting timely and complete payments from both residential and commercial customers.

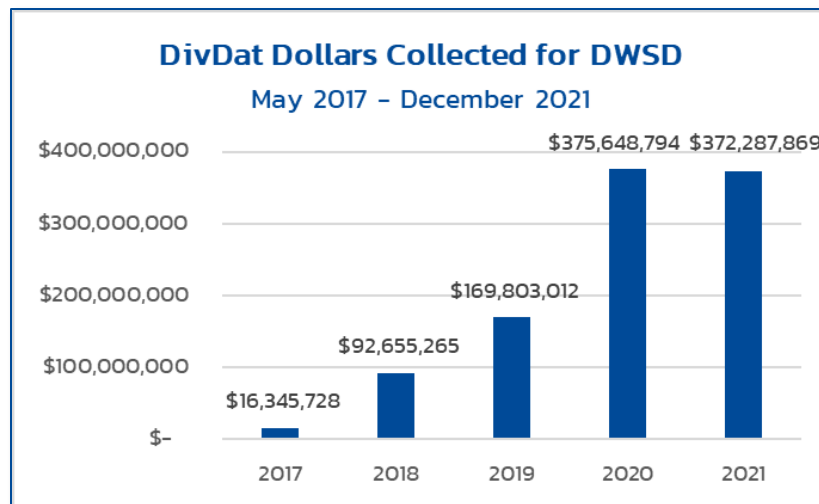
DivDat presented its Kiosk Network Solution to DWSD in the fall of 2016. An RFP was issued, and we responded to it and entered a contract for service. The DWSD went “live” for payment collection on the DivDat Kiosk Network in the first quarter of 2017. In a very short time frame, the results were dramatic with more residents paying their bills.

While DWSD was impressed with the performance, residents were even more pleased with the self-service aspect and being able to pay their water bills, when where and how they wanted – fee free.

DWSD engaged DivDat to also provide the following solutions:

1. Web/Guest pay
2. Mobile App payments
3. Expand and replace their Point of Service Cashiering System
4. Payment processing for its IVR Phone Pay program.

In 2019, DWSD collected \$170 million via 1 million transactions. Due to the pandemic, DWSD closed all offices and payment centers relying on DivDat to collect water and sewer payments through Kiosk, Web, and IVR. In 2020, DWSD collections increased to \$376 million via 1.7 million transactions and \$372 million via 1.6 million transactions.



“We want to give our customers the convenience that the DivDat Kiosk Network offers. No longer will our customers have to wait in line at a DWSD Customer Care Center to pay their water bill or rearrange their schedule to come to our centers. Many of the kiosk locations are open seven days-a-week. Expanding our bill payment locations, conveniently near our customers’ home or work will help them avoid late payments. We are pleased to join the Wayne County Treasurer’s Office and the City of Detroit on the DivDat Payment Kiosk Network.”

- Gary Brown, DWSD Director

E. Innovative Concepts

Present innovative concepts, if any, not discussed above for consideration.

Along with providing Jefferson Parish with Point of Service (POS) cashiering systems, custom branded Web Payment Portals, and IVR/Phone Payment solutions, we would appreciate the opportunity to include additional channels to facilitate the collections of payments from your residents, including the DivDat Mobile App and Bill Payment Kiosk.

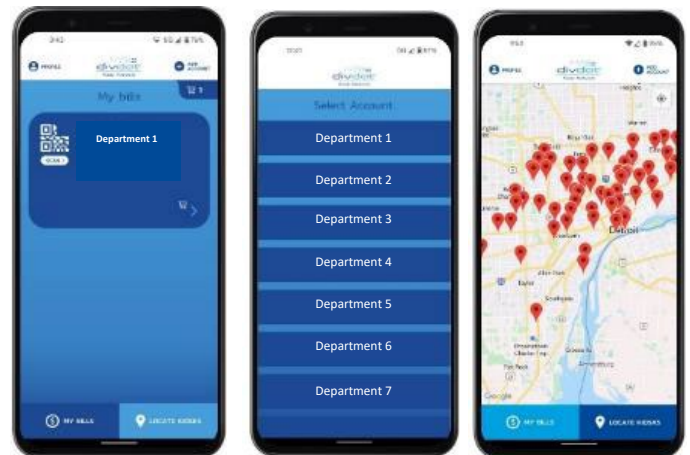
DivDat's Payment Network solutions requires minimal time from Jefferson Parish's IT and Treasury teams to articulate department/business rules, and ensure accurate connections to in-place back-end systems for immediate payment postings and efficient and streamlined reconciliations. Once the program is deployed, DivDat is responsible for all aspects of the collection process – freeing up Jefferson Parish's staff's time to pursue higher value tasks to best serve its residents.

DivDat Offers an Inclusive, Easy Way for Everyone to Pay Their Bills

Provide billing and payment services to all your customers, including your offline and underbanked customers.

Mobile App Benefits:

- Deployed on Apple iOS and Android platforms
- App download is free and is available in the App Store and on Google Play
- Accepts payments via credit/debit cards and personal or business checks
- AutoPay option for recurring bills
- Friendly payment-based push notifications – bill's due date is approaching, bill is past due, and located near a DivDat Bill Payment Kiosk
- Email or text message receipt options
- Allows customers to access current and historical payment information
- Allows customers to review upcoming payment schedules
- Allows customers to setup multiple billers that are established on the DivDat Payment Network
- Scannable QR code for account access at the DivDat Payment Kiosk
- DivDat Bill Payment Kiosk locator map and turn-by-turn directions



DivDat Bill Payment Kiosk (as a Service)

DivDat has pioneered a self-service kiosk payment channel program that accepts cash, check (personal or business), credit/debit payments for essential bills. **DivDat is prepared to provide Jefferson Parish with one indoor bill payment kiosk, to be located at your payment center for a 12-month pilot program.** Our program requires only limited time from your staff as we architect Jefferson Parish's department business rules in the system and connecting in-place back-end systems for immediate payment posting and reconciliation. Once the program is deployed, DivDat is responsible for all aspects of the collection process – freeing up Jefferson Parish's staff's time to do other important functions to best serve its residents.

After the 12-month pilot program, Jefferson Parish can decide to continue to leverage DivDat's bill payment kiosks by **migrating the pilot kiosk and adding additional bill payment kiosks into retail environments** – reducing your costs and increasing convenience to citizens who no longer have to go to a payment center in order to pay an essential bill. In addition, DivDat will provide Jefferson Parish with a "DivDat Ambassador". The DivDat Ambassador program is designed to help kiosk users feel more comfortable with the technology with personal, step-by-step assistance, when making secure payments on the kiosks. DivDat hires Ambassadors who speak English, Spanish, Arabic, and French. Along with the bilingual Kiosk Ambassadors, DivDat kiosks screens can accommodate English, Spanish, Arabic, and French, in addition to any additional languages Jefferson Parish requires.



Self-Service Payment Kiosk – Consumer Benefits

- ✓ DivDat serves as the payment bridge between consumers and billers
- ✓ Convenience – kiosks are strategically located in neighborhood centers, retail stores, government office service centers
- ✓ One-stop free payment for all Parish services
- ✓ User operates at their own pace
- ✓ Transactions are conducted in private – a “judgment-free zone”
- ✓ If English is a second language, the kiosks are multi-lingual
- ✓ Fee “free” – customers preferring cash can pay multiple times in a month without any fees
- ✓ No need to travel to a payment center with limited hours
- ✓ Account look-up capability by service address, account number, and more
- ✓ Immediate account posting
- ✓ Immediate receipt – printed, emailed, or texted
- ✓ Save on postal costs, bank fees, and processing time
- ✓ Peace of mind and dignity

Self-Service Payment Kiosk Benefits:

- DivDat handles ALL aspects of kiosk deployment including shipping, kiosk placement, and installation
- Kiosk software and hardware are provided, , maintained, upgraded, and managed by DivDat
- DivDat remotely monitors kiosk performance and upgrades the technology when its needed
- PCI compliant payment gateway and regulatory compliance upgrades
- Kiosks accept cash, credit/debit cards, and checks (personal and business)
- DivDat manages and maintains ALL cash collection, handling, and routing, including armored car pick-ups and subsequent ACH deposits
- DivDat will obtain and maintain kiosk insurance and ADA compliance
- DivDat will provide Jefferson Parish with DivDat’s Advanced Transaction Dashboard and Treasury Reconciliation Report
- Jefferson Parish’s logo will be displayed on the Kiosk Network providing valuable brand equity associated with a convenient payment – increasing customer satisfaction ratings and affiliation
- Deployment of DivDat “Ambassadors” – friendly and knowledgeable DivDat staff who help introduce the DivDat bill pay kiosks and show residents how to make a secure payment with ease. DivDat Ambassadors can stay onsite up to 60-90 days (throughout multiple billing cycles) to ensure residents are comfortable using this technology
- Average time to complete a transaction is under two minutes
- Kiosk Models include Indoor, Outdoor, Through-the-Wall, and “Recycler” kiosk that provides bill change



Indoor Kiosk



Outdoor Kiosk



Through-the-Wall Kiosk



**Recycler Kiosk
(Provides Bill Change)**

F. Project Schedule

Detailed schedule of implementation plan for pilot (if applicable) and full implementation. This schedule is to include implementation actions, timelines, responsible parties, etc.

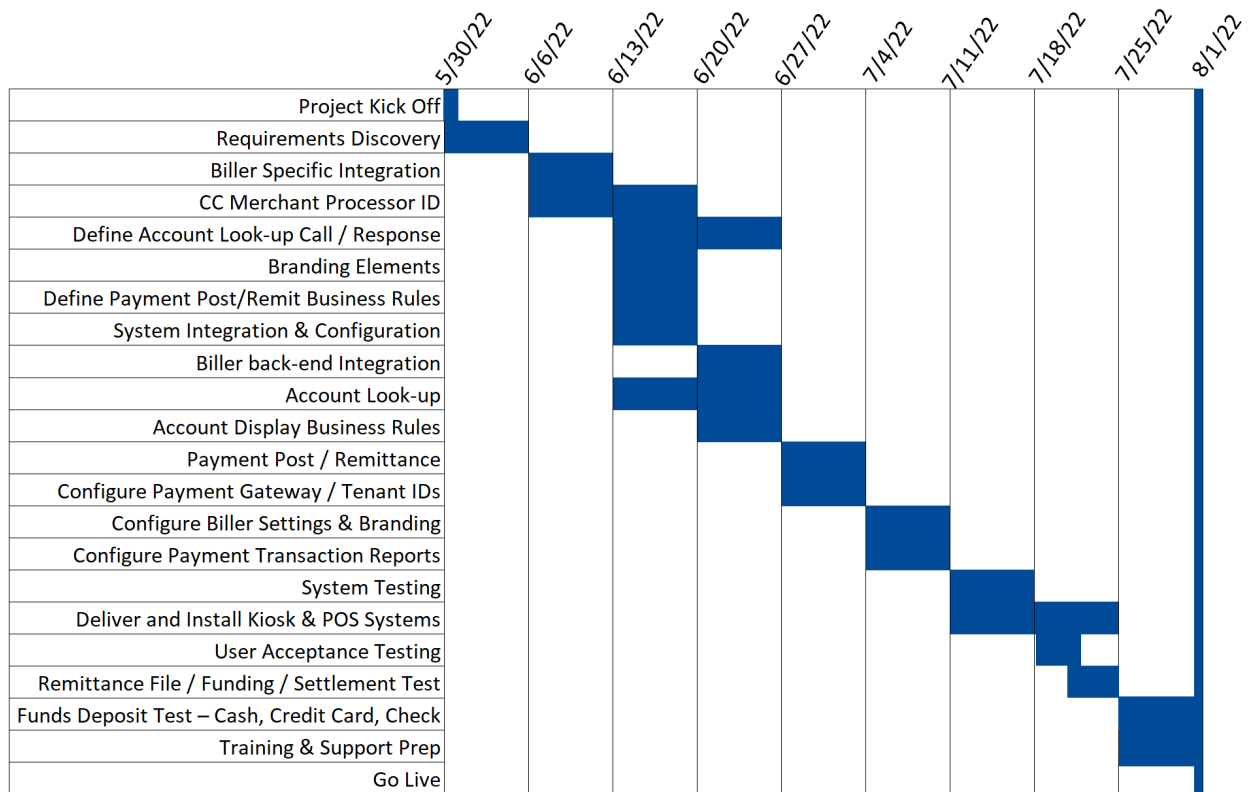
DivDat has a team of professional project managers with decades of experience implementing complex technology and payment systems integrations. After successfully implementing hundreds of DivDat systems integrations, we have finely honed a comprehensive process that simplifies complex integrations.

We will assign Jefferson Parish a Senior Project Director who has over 30 years of experience delivering similar projects for enterprises large and small.

The DivDat Implementation Services Team is responsible for execution of the implementation plan and supporting Jefferson Parish and its users in achieving the project objectives. DivDat implementation with the Jefferson Parish and any new biller is straight forward and uncomplicated. DivDat supports implementation through a wide variety of methods including Application Programming Interface (API), web services using a secure connection, batch file exchange, or a blend of all of these. The implementation provides account information and amount due to the network and receives payment transaction information. Implementation support begins at the beginning of the project with a Requirements Discovery, continues through the Parish and project rollout, and ends on project completion when the project will seamlessly transition to DivDat ongoing support services.

A typical integration usually is completed in about 6-8 weeks. In order to meet Jefferson Parish's targeted go live date of August 2022, implementation would begin by end of May 2022. This schedule may be delayed or accelerated as desired by Jefferson Parish. An illustrative integration timeline follows.

Jefferson Parish Illustrative Integration Timeline



DivDat's Responsibilities

DivDat is responsible for all planning, execution, implementation, and training as described in this RFP. Each stage of the project will require approval from Jefferson Parish before moving on to the next stage. Those stages are listed below. Specific deliverables and milestones will be listed and agreed upon in the scope of work.

- Stage 1 – Define Business Rules
- Stage 2 – System Integration/Development Effort
- Stage 3 – Application Configuration/Database Setup
- Stage 4 – System Testing and UAT
- Stage 5 – Kiosk Delivery & Installation
- Stage 6 – Training
- Stage 7 – Go-Live / Customer Launch

Jefferson Parish's Responsibilities

DivDat's program requires only limited time from Jefferson Parish's IT personnel and Treasury teams for establishment of your business rules. Jefferson Parish will be responsible for the following items:

- Assign the following dedicated personnel to work on the project
 - Project Manager - Responsible for coordinating activities that are needed from the Parish and will be a single point of contact to facilitate project related interactions with DivDat.
 - I.T. personnel - Responsible for supporting the integration with DivDat in the agreed timeframe. Activities include API development/documentation, file layouts and definitions, security rules and interface with the Parish's systems.
 - Treasury or Financial analysis – This person or team should be familiar with the Parish's business rules and policies. They will be responsible for actively participating in the requirements discovery, UAT, and training. They will also coordinate funds settlement, payment research and related functions.
- Provide test media (payment stubs, invoices) and test data
- Provide test accounts for developing system testing and User Acceptance Testing (UAT)
- Provide access to a test environment for account lookup and real-time payment posting
- Utilize one of DivDat's merchant processing partners to clear credit card and eCheck payments
 - Submit an application for Merchant ID with the recommended processor at least 8 weeks prior to go live
- Upon completion of User Acceptance Testing (UAT), the Parish will sign and return a UAT report prepared by DivDat.
 - UAT is an end-to-end simulation of live processing using test environments that are functionally identical to the intended production environment. Jefferson Parish will utilize the DivDat UAT plan template to prepare and conduct a UAT.



G. Financial Profile

Proposers are requested to submit documentation from the past three (3) years demonstrating proposer's financial stability. Documentation may include audited financial statements including balance sheets, income statements, documentation regarding retained earnings, assets, liabilities, etc. Such information should be included in the technical portion of the proposal submission and MUST NOT be included with the cost proposals and/or price schedules.

DivDat is a closely held private S Corporation, which has been in business for over 51 years. We can provide a letter from our accountant who conducts an annual review of our financials or can provide reviewed financials directly to reviewer in a confidential manner.

H. Cost Proposal

This cost proposal shall include any and all costs the proposer wishes to have considered in the proposed contractual arrangement with the Parish of Jefferson.

Solution Set Includes:

- Payment processing API
- Water and Property Tax Integration is included as well as up to 100 hours of custom programming for additional departmental web interfaces
 - Any additional requirements outside of block of 100 hours will be charged at a time and material basis at \$250 per hour
- If Jefferson Parish decides to use the DivDat Payment Kiosk, no additional integration charges will apply for Water and Property Tax departments.
 - Cash transactions processed on the DivDat Payment Kiosk during the pilot program will be fee-free for users.

We provided interchange-plus pricing as requested however interchange fees vary, they are only available after the transaction is completed. Therefore, a service fee charge cannot be assessed at the time of the transaction based on the actual interchange fee to the consumer. We can charge a fixed service fee per transaction or fixed percentage per transaction to the consumer.

ATTACHMENT "B" – Pricing Schedule

IF ANY COMPONENT OF PRICING IS LEFT BLANK, THE PROPOSER WILL RECEIVE ZERO POINTS. PRICING IS WORTH 25% OF THE TOTAL POINTS ASSIGNED.

PRICE SCHEDULE – CREDIT AND DEBIT CARDS

Prices should NOT include the interchange/wholesale rates and fees assessed by each individual card brand. Prices should ONLY include the markup charged by merchant service provider; i.e. an interchange-plus quote is requested.

DESCRIPTION	<u>% Markup (Volume Based)</u> Example: 0.30%	% Markup X \$7,800,000 Example: \$23,400
Visa	0.30%	\$23,400

DESCRIPTION	<u>\$ Markup (Volume Based)</u> Example: \$0.20	% Markup X 65,000 Example: \$13,000
Visa	\$0.30	\$19,500

DESCRIPTION	<u>% Markup (Volume Based)</u> Example: 0.30%	% Markup X \$4,000,000 Example: \$12,000
MasterCard	0.30%	\$12,000

DESCRIPTION	<u>\$ Markup (Volume Based)</u> Example: \$0.20	% Markup X 33,000 Example: \$6,600
MasterCard	\$0.30	\$9,900

DESCRIPTION	<u>% Markup (Volume Based)</u> Example: 0.30%	% Markup X \$12,000 Example: \$36
American Express	0.30%	\$36

DESCRIPTION	<u>\$ Markup (Volume Based)</u> Example: \$0.20	% Markup X 100 Example: \$20
American Express	\$0.30	\$30

DESCRIPTION	<u>% Markup (Volume Based)</u> Example: 0.30%	% Markup X \$100,000 Example: \$300
Discover	0.30%	\$300

DESCRIPTION	<u>\$ Markup (Volume Based)</u> Example: \$0.20	% Markup X 800 Example: \$160
Discover	\$0.30	\$240

TOTAL – CREDIT AND DEBIT CARD MARKUP \$65,406
Example: \$55,516

**PRICE SCHEDULE - ADDITIONAL MONTHLY AND/OR ANNUAL FEES ASSESSED BY
MERCHANT PROVIDER**

DESCRIPTION	Cost
Total Monthly Fees	\$2,500
Total Annual Fees	N/A

TOTAL – ADDITIONAL MONTHLY AND/OR ANNUAL FEES \$30,000
Example: \$1,000

PRICE SCHEDULE – ELECTRONIC CHECKS/ACH

DESCRIPTION	<u>Cost (Per Transaction)</u> Example: \$0.50	\$ Cost X 250,000 Example: \$12,500
E-check/ACH	\$0.30	\$75,000

TOTAL – ELECTRONIC CHECKS/ACH \$75,000
Example: \$12,500

GRAND TOTAL \$170,406
Example: \$69,016

Each Proposer's Pricing will be evaluated using the following assumptions:

- Parishwide Annual Visa volume of \$9,750,000
- Parishwide Annual MasterCard volume of \$4,400,000
- Parishwide Annual American Express volume of \$1,084,518
- Parishwide Annual Discover volume of \$130,000
- Parishwide Annual number of Visa transactions is 70,000
- Parishwide Annual number of MasterCard transactions is 30,000
- Parishwide Annual number of American Express transactions is 4,000
- Parishwide Annual number of Discover transactions is 1,000
- The average amount per transaction is \$125
- Parishwide number of E-check transactions is 250,000



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

05/11/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER STERLING INSURANCE GROUP 13900 Lakeside Circle Sterling Heights MI 48313-1318	CONTACT NAME: Sarah Glover PHONE (A/C, No, Ext): (586) 323-5700 E-MAIL ADDRESS: sglover@sterlingagency.com FAX (A/C, No): (586) 323-5703
INSURED Diversified Data Processing & Consulting, Inc., DBA: DivDat 2111 Woodward Ave Ste 702 Detroit MI 48201	INSURER(S) AFFORDING COVERAGE INSURER A: The Continental Insurance Company INSURER B: Valley Forge Insurance Co INSURER C: American Casualty of Reading PA INSURER D: Continental Casualty Company INSURER E: INSURER F:
	NAIC # 35289 20508 20427 20443

COVERAGES**CERTIFICATE NUMBER:** 21/22 Master Cert**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y		6076359102	07/01/2021	07/01/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 Employee Benefits \$ 2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y		BUA6076411084	07/01/2021	07/01/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Underinsured motorist \$ 1,000,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CUE6076410985	07/01/2021	07/01/2022	COMBINED SINGLE LIMIT EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 PER STATUTE OTH-ER
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y	N/A	WC676410968	07/01/2021	07/01/2022	E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Tech E&O and Cyber Liability			652188832	07/01/2021	07/01/2022	Agg Limit \$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

RFP No.: 0438 May 13, 2022

Jefferson Parish Department of Purchasing

Jefferson Parish, its Districts Departments and Agencies under the direction of the Parish President and the Parish Council to be included as additional insureds regarding negligence by the contractor for the Commercial General Liability and Automobile Liability policies.

CERTIFICATE HOLDER**CANCELLATION**Jefferson Parish - Sample Certificate
Evidencing Coverage

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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Request for Proposals #0438

Merchant Card Payment Processing Services

SIGNATURE PAGE

The Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFP'S) from qualified proposers who are interested in providing Merchant Card Payment Processing Services for the Jefferson Parish Finance Department.

Request for Proposals will be received until 3:30 p.m. Local Time on: May, 13, 2022.

Acknowledge Receipt of Addenda: Number: 1
Number: 2
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: Diversified Data Processing and Consulting, Inc. DBA DivDat

Address: 2111 Woodward Avenue, Suite 702, Detroit, MI 48201

Phone Number: 313-913-1532 Fax Number N/A

Type Name of Person Authorized to Sign: Jason Bierkle

Title of Person Authorized to Sign: President

Signature of Person Authorized to Sign: 

Email Address of Person Authorized to Sign: JBierkle@divdat.com

Date: 5/10/22

This RFP signature page must be signed by an authorized Representative of the Company/Firm for proposal to be valid. Signing indicates you have read and comply with the Instructions and Conditions.

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF
Diversified Data Processing and Consulting, Inc. DBA DivDat
INCORPORATED.

AT THE MEETING OF DIRECTORS OF Diversified Data Processing and Consulting, Inc. DBA DivDat
INCORPORATED, DULY NOTICED AND HELD ON 5/10/22,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT Jason Bierkle, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-FACT OF
THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON BEHALF OF THIS
CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS AND TRANSACTIONS WITH
THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES, DEPARTMENTS, EMPLOYEES OR
AGENTS, INCLUDING BUT NOT LIMITED TO, THE EXECUTION OF ALL PROPOSALS, PAPERS,
DOCUMENTS, AFFIDAVITS, BONDS, SURETIES, CONTRACTS AND ACTS AND TO RECEIVE
ALL PURCHASE ORDERS AND NOTICES ISSUED PURSUANT TO THE PROVISIONS OF ANY
SUCH PROPOSAL OR CONTRACT, THIS CORPORATION HEREBY RATIFYING, APPROVING,
CONFIRMING, AND ACCEPTING EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT
AND ATTORNEY-IN-FACT.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE
AND CORRECT COPY OF AN EXCERPT OF THE
MINUTES OF THE ABOVE DATED MEETING OF THE
BOARD OF DIRECTORS OF SAID CORPORATION,
AND THE SAME HAS NOT BEEN REVOKED OR
RESCINDED.



SECRETARY-TREASURER

5/10/22

DATE

Request for Proposal

AFFIDAVIT

STATE OF MICHIGAN

PARISH/COUNTY OF WAYNE

BEFORE ME, the undersigned authority, personally came and appeared: _____

JASON BIERKUE, (Affiant) who after being by me duly sworn, deposed and said that he/she is the fully authorized PRESIDENT of Diversified Data Processing & Consulting Inc. (Entity), the party who submitted a proposal in response to RFP Number 0438, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B X there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Affiant further said:

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

Choice B X There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

Solicitation of Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all elected officials of the Parish of Jefferson, whether still holding office at the time of the affidavit or not, where the elected official, individually, either by **telephone or by personal contact**, solicited a campaign contribution or other monetary consideration from the Entity, including the Entity's officers, directors and owners, and employees owning twenty-five percent (25%) or more of the Entity, during the two-year period immediately preceding the date the affidavit is signed. Further, to the extent known to the Affiant, the date of any such solicitation is included on the attached list.

Choice B X there are **NO** solicitations for campaign contributions which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

Affiant further said:

Subcontractor Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Affiant further said that attached is a listing of all subcontractors, excluding full time employees, who may assist in providing professional services for the aforementioned RFP.

Choice B X There are **NO** subcontractors which would require disclosure under Choice A of this section.


Signature of Affiant

JASON BIERKIE
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 10th DAY OF May, 2022.


Notary Public

Kendra Hornbacher
Printed Name of Notary

Notary/Bar Roll Number

KENDRA HORNBACHER
NOTARY PUBLIC, STATE OF MICHIGAN
COUNTY OF OAKLAND
My Commission Expires 07-15-2027
Acting in the County of Wayne

My commission expires 07-15-2027.