



NCR's RFP Response to Jefferson Parish, LA

Provide Merchant Card Payment Processing Services,
No. 0438

May 23, 2022

[ncr.com](https://www.ncr.com)





Please Note

The recommendations for product and services contained in this proposal are estimates based on the information you have furnished to NCR Payment Solutions. While we believe our estimates to be sound, the degree of success with which such products and services can be applied to or implemented within your environment is dependent on numerous factors, many of which are not within NCR's control. Therefore, our estimates as to the predicted results are not to be regarded as expressed or implied warranties, or a guarantee of results.

Notwithstanding any terms and conditions which may have been provided as part of the RFP, all orders for products and/or any services provided by NCR are subject to the terms of the Merchant Application and Agreement, Merchant Card Processing Terms and Conditions (the "Terms & Conditions"), or other forms of agreement, as applicable, in effect between you and NCR at the time of such order and/or provision of services. This proposal is based upon the terms of the Terms & Conditions located at <https://www.ncr.com/terms-and-conditions> under the link for 'Payment Solutions,' a copy of which is included with this submission, along with more detailed information about your particular contract requirements. Additionally, the estimated prices contained in this proposal are based in part upon the use of the Terms & Conditions, the total amount of products and/or services recommended in this proposal, and information you furnished to us. If you request that NCR integrate its products and/or services with a third party's products and/or services, such integration may be subject to a separate agreement with NCR containing NCR's standard terms for integration. Any deviations may result in NCR re-pricing this proposal.

Except as otherwise noted in the Prices quoted in this proposal will be effective for 180 days from the proposal date.

This proposal includes NCR's confidential information and trade secrets. You may not duplicate or use the material in this proposal, in whole or in part, except for the purpose of evaluating this proposal, and you may disclose it only to your employees that are obligated to protect the material in accordance with this confidentiality and use restrictions.

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May 23, 2022

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


Dear Jefferson Parish Department of Purchasing,

It is my pleasure to submit the attached Request for Proposal from NCR Payment Solutions, LLC ("NCR Payment Solutions" or "NCR") a wholly owned subsidiary of NCR Corporation (NYSE: NCR), in response Jefferson Parish RFP No. 0438. Based upon our understanding of the solicitation combined with our experience serving counties, cities, and municipalities throughout the U.S., I am certain that NCR's proposal is an excellent fit and overall solution for Jefferson Parish.

NCR's Proposal provides a state of the art, cost effective payment acceptance and processing solution which strictly adheres to PCI and NACHA security protocols in every payment channel (web, mobile, IVR, AutoPay/scheduled/recurring payments, kiosk, etc.). For Jefferson Parish we will be using a combination of options including real-time API integration with customer validation with automated posting of transactions back to the Parish with optional file exchanges (SFTP) eliminating the need for manual entries and offering the Parish increase staff productivity. NCR will customize our portal to the specifications or requirements the Parish. Additionally, NCR's offer includes the following at no additional cost to Jefferson Parish:

- NCR's Government Payment Platform provides a highly secure environment that limits the Parish's PCI scope
- eBill Presentment solution
- NCR's robust reporting suite allows for customization down to metadata,
- Integrated IVR solution
- Access to our embedded customer communication tools which could be used to send electronic reminders or invoices that are dynamically created to the Parish residents via SMS text or email

NCR is a global leader in enterprise commerce and banking solutions, and of credit card, debit card and e-check payment processing services to state and local government entities throughout the U.S. Our clients are comprised of state agencies, counties, cities, townships, and other governmental and higher education merchants. NCR is one of the very few card processors that is a principal and is real-time connected to the Visa, MasterCard, Discover and American Express payment networks (end-to-end connected on authorization of payments as



well as on the clearing and settlement of funds). Our payment processing operation is based exclusively in the United States of America.

With NCR Government Payment Platform's fully hosted solution, all payer's payment card and banking information is only on NCR's servers—this materially reduces Jefferson Parish's PCI scope and risk of a data breach. As a certified PCI Level 1 Service Provider (the highest level), NCR maintains policies and practices that have been tested and proven to successfully protect sensitive payment card data, banking data and Personally Identifiable Information ("PII"). Payment data and PII is always encrypted while at rest or in-transit, as well as is encrypted point-to-point when swiped or dipped at point-of-sale.

NCR would like to be the Parish's partner in increasing staff operational efficiency in billing and collection while maintaining payer's satisfaction. NCR's fully hosted solution is highly configurable and customizable to satisfy the needs of Jefferson Parish and our all-in-one fully hosted portal is one of the many distinguishing features of our platform.

We will configure our solution so that there will be perfect account validation, no double entry of data and payment transactions will be consumed by your software system to post an update taxpayer's account balances.

In addition to processing electronic payments, NCR's Government Payment Platform's solution enables the Parish to send communications (i.e. billing amounts, due date reminders, etc. that are dynamically created) to customers in their desired method (email or SMS text) which is designed to improve customer satisfaction (through reminders to take action that lessen fines and penalties) and improve collection of amounts due. The Parish's accounting and finance staff will continue to experience high efficiency with NCR's reporting and proprietary settlement process (all card brands are settled together based upon transaction date) that enables daily reconciliation in minutes compared to a typical merchant account which is difficult to reconcile and takes extensive time daily.

We welcome the opportunity to present our customized solution for the RFP and are willing and able to perform all the services described in the RFP. On behalf of the entire NCR Team, we are excited to serve Jefferson Parish's payers and staff!

Sincerely,

Joe Lennon

Director of Sales and Business Development

Office 877.813.0199

Mobile 850.572.7664

Joe.lennon@ncr.com



NCR Payment Solutions, LLC • 4450 Sojourn Dr., Ste 500B • Addison, Texas 75001 • www.ncr.com

Dear Jefferson Parish,

NCR Payment Solutions, LLC appreciates the opportunity to present products and services to meet the Parish's payment processing needs. The recommendations for products and services contained in this proposal are estimates based on the information you have furnished. While we believe our estimates to be sound, the degree of success with which such products and services can be applied to or implemented within your environment is dependent on numerous factors, many of which are not within NCR's control. Therefore, our estimates as to the predicted results are not to be regarded as expressed or implied warranties, or a guarantee of results.

For your convenience, please note our point of contact to coordinate responses to any questions pertaining to this proposal as well as the person with binding authority:

Point of Contact

Joe Lennon

Account Director

NCR Corporation

Phone: 877.813.0199

Mobile: 850.572-7664

joe.lennon@ncr.com | ncr.com

Person with Binding Authority

Rick Carroll

Finance Manager

NCR Payment Solutions

NCR Corporation

Mobile: 850.384.8291

rick.carroll@ncr.com | ncr.com

The prices quoted in this proposal are valid for 90 days from the proposal date and are based in part on the combination of products and services recommended, and information you furnished to us. In the event that you request that NCR integrate its products or services with a third party's products or services, such integration may be subject to a separate agreement with NCR containing NCR's standard terms for integration. Any deviations may result in NCR re-pricing this proposal.

If NCR takes exceptions to any portions of your proposal, they are set forth on an Exceptions page following this cover letter.

This proposal includes NCR's confidential information and trade secrets. You may not duplicate or use the material in this proposal, in whole or in part, except for the purpose of evaluating this proposal, and you may disclose it only to your employees that are obligated to protect the material in accordance with this confidentiality and use restrictions. All product names, trademarks and registered trademarks are the property of their respective owners. To the extent this proposal becomes subject to any applicable "open records" law, NCR requests advance notice, where feasible, and an opportunity to provide a version with trade secrets and confidential information redacted.

Sincerely,

Diana Mehochko,


Chief Operating Officer & Board of Managers Member,

NCR Payment Solutions, LLC

NCR Exceptions to Portions of Jefferson Parish
Request for Proposal
Payment Processing Services

The following list sets forth NCR's exceptions to certain portions of the Parish's RFP. We have identified each exception by the number identifier in the Request for Proposal and explained the grounds for the exception.

- Section 1.22 (A) and (B) & Resolution No. 136353: NCR's Merchant Card Processing Services are furnished under and subject to the provisions of the Merchant Application and Agreement, including the Merchant Card Processing Terms and Conditions (the "Terms & Conditions") (and collectively, the "Agreement"). The current Terms & Conditions are located at <https://www.ncr.com/terms-and-conditions> under the link for 'Payment Solutions.' Notwithstanding "Standard Terms and Conditions" or other contract terms which you may have provided as part of the RFP, all orders for products and services provided by NCR must be governed by the Terms & Conditions. Together with the Merchant Application and Agreement, they form a contract between NCR, the sponsor bank, and the merchant. NCR's Agreement has been pre-approved by the sponsor bank and contains provisions that are required by the bank and/or Visa, Mastercard, American Express, Discover, and other card networks. Some types of changes to the Terms & Conditions would be prohibited by our agreement with the bank or the rules of the card networks. NCR may evaluate limited modifications to meet the particular needs of a merchant, based on an understanding of such needs and giving due consideration to the totality of the circumstances.
- Section 1.22 (C): NCR provides its merchant card processing services subject to all Applicable Law and Operating Rules (as those terms are defined in the Terms & Conditions) and retains internal and outside legal counsel to advise on how to furnish its services in accordance with these standards. Pursuant to important internal controls established by NCR management, any request for cooperation from the Parish in any investigation, audit, inspection, performance review, or hearing, or other legal procedure must first be reviewed by appropriate legal counsel. In the absence of specific circumstances and review by counsel, it is impossible for NCR to agree to a blanket obligation of cooperation.
- Section 1.25: Please note that the merchant card processing services are provided pursuant to a tripartite agreement between NCR, its sponsor bank, and the merchant. Though this is not a true subcontracting arrangement of the type contemplated by Section 1.25, it is a common arrangement for payment processors processing payments for merchants accepting Visa and Mastercard, where a sponsor bank acts as the acquirer.
- Section 1.26 & Resolution No. 136353 & Attachment A: NCR maintains and can provide proof of insurance coverage as detailed in the RFP. However, NCR cannot commit itself or its broker(s) to provide notice of any change, cancellation, suspension, or non-renewal of any insurance. It is administratively unfeasible due to the number of customers NCR has relationships with, globally. In lieu of the Parish's requests in these areas, NCR asks the Parish to consider that NCR maintains a significant cash reserve which is more than adequate to cover our potential liabilities. Please refer to NCR's 10K and 10Q reports for specifics regarding the amount of NCR cash reserves. NCR does designate certain dollar amounts as a reserve on our balance sheet for specific potential liabilities. These reserved amounts are communicated in accordance with Sarbanes-Oxley Act Section 404 as well as in our 10K and 10Q reports.
- Section 1.29: NCR's Merchant Card Processing Services are furnished under and subject to the provisions of the Merchant Application and Agreement, including the Merchant Card Processing Terms and Conditions (the "Terms & Conditions") (and collectively, the "Agreement"). The current Terms & Conditions are located at <https://www.ncr.com/terms-and-conditions> under the link for 'Payment Solutions.' Notwithstanding "Standard Terms and Conditions" or other contract terms which you may have provided as part of the RFP, all




orders for products and services provided by NCR must be governed by the Terms & Conditions. Together with the Merchant Application and Agreement, they form a contract between NCR, the sponsor bank, and the merchant. NCR's Agreement has been pre-approved by the sponsor bank and contains provisions that are required by the bank and/or Visa, Mastercard, American Express, Discover, and other card networks. Some types of changes to the Terms & Conditions would be prohibited by our agreement with the bank or the rules of the card networks. NCR may evaluate limited modifications to meet the particular needs of a merchant, based on an understanding of such needs and giving due consideration to the totality of the circumstances.

- Section 1.32: NCR does not offer indemnities for claims arising from or related to proposal submissions. Neither NCR nor the sponsor bank extend merchant indemnification as a standard part of the Terms & Conditions and indemnification of merchants is not standard in the payment processing space. Subject to the parties' agreement on all other material contract elements, NCR may consider offering a limited indemnification for the benefit of a merchant based on a specific concern, giving due consideration to the totality of the circumstances.
- Section 1.34: Please see NCR's Terms & Conditions for the circumstances under which the parties can terminate the Agreement. Please note that a termination for convenience (including for lack of funding) on the part of the merchant gives rise to an Early Termination Fee as defined in Section 4.4 of the Terms & Conditions.
- Section 1.35: Please see NCR's Terms & Conditions Section 32 for the circumstances under which the parties may assign the Agreement.
- Section 1.36: Pursuant to Section 2.1 of the Terms & Conditions, NCR provides its merchant card processing services subject to all Applicable Law, which is defined in the Terms & Conditions as "all applicable federal, state, and local laws, statutes, ordinances, case law, regulations, and regulatory guidance."
- Section 1.37: NCR can not grant individual merchants audit rights, however, as a publicly traded corporation, its financial statements are presented in its SEC filings, including the Annual Form 10-K containing the consolidated financial statements and the Report of Independent Registered Public Accounting Firm. Please see the Investor Relations page of the NCR website for all filings. [SEC Filings | NCR Corporation](#)
- Section 1.38: NCR adheres to comprehensive document and data retention policies established to comply with applicable law and advice of legal counsel. Absent a litigation hold or similar intervention, many of the retention processes—or purge processes—are automated. It is not possible to guarantee that "all records" relating to an individual merchant relationship will be maintained for a period of time that does not accord with a legally mandated retention period.
- Section 1.39: This proposal includes NCR's confidential information and trade secrets. All product names, trademarks and registered trademarks are the property of their respective owners. NCR agrees that all records, reports, document and other materials furnished by the Parish in conjunction with the RFP are the sole property of the Parish of Jefferson. Subject to the caveat that any such materials have not been purged or destroyed in accordance with NCR's documents and data retention policies and practices, NCR can agree to return such materials to the Parish upon request at the expiration or termination of the Agreement.

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- Section 1.40: Section 35 of NCR's Terms & Conditions states the Agreement constitutes the complete and final agreement between the parties and supersedes all prior oral or written agreements, which would include the RFP, NCR's response, and any other collateral documents. Therefore, the totality of merchant card processing



relationship between the parties must be reflected within the four corners of the Agreement. NCR may evaluate limited modifications to the standard Agreement to meet the particular needs of a merchant, based on an understanding of such needs and giving due consideration to the totality of the circumstances.

- Section 1.42: NCR does not enter into joint-employment arrangements with merchants.
- Section 1.43: Subject to the parties' agreement on all other material contract elements, NCR can modify Section 34 of the Terms and Conditions to make the provision mutual: "34. **Force Majeure**. No party will be liable for any delay or inability to perform its obligations under this Agreement (other than a party's payment obligations) caused by acts of God, natural disasters, wars, acts of terrorism, civil disturbances, governmental actions, strikes, telecommunications failures, equipment failures, network failures, or other causes beyond a party's reasonable control."
- Section 1.44: Subject to the parties' agreement on all other material contract elements, NCR can modify Section 27.1 of the Terms and Conditions to specify the laws of the State of Louisiana.
- Section 1.45: Please see Sections 27-29 of the Terms and Conditions for information on venue, attorney's fees and arbitration.
- Section 2.2: Subject to the parties' agreement on all other material contract elements, NCR can modify the Initial Term and Renewal Terms from three years to two years.



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Technical Proposals

2.1 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.

NCR Payments is committed to integrate our front-end payment system with Jefferson Parish for your various debt payments. As one of fewer than approximately 20 United States Processors that connects directly to the card networks (e.g., Visa, MasterCard, Discover, and American Express, etc.) for both authorization as well as clearing and settlement services--providing end-to-end processing, there is no processor that can provide better transaction execution, or faster settlement of funds than NCR.

NCR Payments Business Portal is specialized for government payments. This portal exclusively serves government and utility clients including state agencies (we have state-wide electronic payment processing contracts with the states of Missouri and Illinois), counties, cities, tax collectors and municipal utilities. ***NCR's Payment Business Portal (PBP platform serves as both the merchant payment gateway and payment processor which means that there are less points of failure in the transaction processing chain.***

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.

NCR's online features include the following:

Real-Time Validation/Posting:




NCR Payments Business Portal (PBP) platform enables real-time validation and real-time posting of payments with no double entry through integrating our payment platform with your various software systems. NCR's system can do this through either the use of real-time web service calls to the Parish's account management system under our preferred integration alternatives (fully hosted or payment re-direct), or through an automated file import/export process for validation and posting back into the Parish's third-party software system. By using NCR Payments integrations your customers' payment card data and banking information is solely on *our* network and payment processing platform. This materially limits the scope of your required compliance with the Payment Card Industry Data Security Standard.

Settlement/Funding:

The Jefferson Parish accounting and finance staff will experience high efficiency with NCR's reporting and proprietary settlement process (all card brands are settled together based upon transaction date) that enables daily reconciliation in minutes compared to a typical merchant account which is difficult to reconcile and takes extensive time daily.

NCR will fund the Parish for 100% of all transactions authorized from 12:00 am to 11:59:59 pm **the following day regardless of card brand (including AMEX), eCheck or collection mode.** Due to our funding practice, Jefferson Parish remittance file, reports, the bank statements, and NCR's report match to the penny for ease of reconciliation.

- **Monday:** Visa, MasterCard and Discover card payments from 12:00 AM through 11:59:59PM are submitted by customers.
- **Tuesday:** Monday's transactions are batched, and an ACH is sent to the City's or departments DDA. For a given day, card collections reflected in your account software system will equal the same amount reflected in our system's dashboard that also equals the actual card deposit made to your DDA account.

Payment Card Settlement Process				
Monday	Tuesday	Wednesday	Thursday	Friday
	 Monday Transactions Batched  ACH to Client DDA			

Reports:

NCR's reporting suite was designed by the accounting and finance team with reconciliation in mind. Below are some key points built into the system which make the platform powerful and aid in the reconciliation process:

- Database - each client is assigned a unique database. There is no merging of data with other clients.
- Transactions are assigned a unique identifier. This identifier carries through all reports, and to any future returns or chargebacks
- Unlike most processors that fund by settlement date, NCR funds by authorization date. In doing so, 100% of all transactions authorized between 12:00:00AM to 11:59:59 PM CST will be funded the following banking day in a single deposit, regardless of card type or card network settlement. This greatly simplifies the reconciliation process as transactions in your system, tie to transactions in the PBP, which tie to deposits in the bank
- All transactions include the date funded
- Daily transactions are deposited in gross (no deduction for fees), and are not reduced by credits, check returns, or chargebacks.
- Credits, check returns, and chargebacks pull as a separate ACH debit.
- Dynamic Descriptors can be added within the system to drive text line information included in your banks BAII files. This text can be used to drive general journal and facilitate the reconciliation process

The NCR reporting suite includes 27 configurable reports, which can be filtered by group, date, org unit, and collection mode. These filtering options can be used individually or combined for customized data.

Report Options include:

<ul style="list-style-type: none">• All Approved Transactions• All Approved Transaction / Details• Disputed Payments• Assigned Payments• Check NOC's• Client Return Items• Fed Batch Report Credit & Debit Counts Credit Report	<ul style="list-style-type: none">• Expiring Card Profiles• Export Transactions• Charge Back Summery• Funding Deposit• Funding Deposit Details• Charge Back Report• Deposit Report• Disputed Payments• Qualifications Report• Late Import Transactions	<ul style="list-style-type: none">• My Transactions• My Transactions Detail• Non-Approved Transactions• Payment Type Details• Payment Type Summary• Profiles Report• Revenue Report• Scheduled Payments Report• Tokens Report
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Report Search Filtering Options

In addition to searching by date and time range data can be sorted and subtotaled using multiple options:

The screenshot shows the 'Report Parameters' form. The 'Group By' dropdown menu is open, displaying the following options: 'Please select an option', 'Please select an option', 'By Collection Mode', 'By Organization Unit', 'By User', 'By Card Type', and 'By Payment Method'. The 'Please select an option' option is highlighted in blue. The 'Date From' field is empty, 'Date To' is empty, 'Start Time' is empty, 'End Time' is '11:59 PM', 'Organization Unit' is empty, and 'Collection Mode' is '- All -'.

Data can be pulled by specific collection modes:

The screenshot shows the 'Report Parameters' form. The 'Collection Mode' dropdown menu is open, displaying the following options: '- All -', 'Email', 'Imported', 'IVR', 'Mailroom-Dropbox (manual)', 'Mailroom-Dropbox (scanned)', 'Non-Funded', 'POS (manual)', 'POS (scanned)', 'Pre-Authorization (office)', 'Pre-Authorization (web)', 'Telephone', 'Web', and 'Web (other)'. The '- All -' option is highlighted in blue. The 'Group By' dropdown menu is also open, showing the same options as in the previous screenshot. The 'Date From' field is empty, 'Date To' is empty, 'Start Time' is empty, 'End Time' is empty, 'Organization Unit' is empty, and 'Collection Mode' is '- All -'.

And by department or organization / MID

The screenshot shows the 'Report Parameters' form. The 'Organization Unit' dropdown menu is open, displaying the following options: '- All -', 'IL St Treas Fees and Fines-Cty Clk Remit', 'IL St Treas Fees and Fines-EST Tax Fees', 'IL St Treas Fees and Fines-Reg Agcy Fees', and 'Illinois State Treasurer Fees and Fines'. The '- All -' option is highlighted in blue. The 'Group By' dropdown menu is also open, showing the same options as in the previous screenshot. The 'Date From' field is '05/21/2021', 'Date To' is '05/21/2021', 'Start Time' is empty, 'End Time' is empty, 'Organization Unit' is '- All -', and 'Collection Mode' is '- All -'.

All Approved Transactions

5/23/2021 9:18:52 PM

6/29/2020 12:00:00 AM - 6/29/2020 11:59:00 PM | County Clerk | All Collection Modes

TRANSACTIONS - Gross											
	Date Effective	Date Entered	Time	PRC	Name	Card Type	Collection Mode	Amount	Fee Amount	Total Remitted	Date Funded
1	6/29/2020	6/29/2020	08:07 AM	20071875		VISA	POS (scanned)	\$66.00	\$1.57	\$67.57	6/30/2020
2	6/29/2020	6/29/2020	08:13 AM	20071877		BANK	POS (scanned)	\$82.00	\$1.89	\$83.89	6/30/2020
28	6/29/2020	6/29/2020	04:26 PM	20071972		MasterCard	POS (scanned)	\$23.00	\$0.71	\$23.71	6/30/2020
29	6/29/2020	6/29/2020	04:36 PM	20071975		VISA	POS (scanned)	\$23.00	\$0.71	\$23.71	6/30/2020
TRANSACTIONS - Gross Totals :								\$1,399.00	\$35.23	\$1,434.23	
								Amount	Fee Amount	Total Remitted	
Brazos County TRANSACTIONS - Gross :								\$1,399.00	\$35.23	\$1,434.23	
Brazos County All Transactions - Net :								\$1,399.00	\$35.23	\$1,434.23	

Revenue Report

5/23/2021 9:16:55 PM

6/29/2020 12:00:00 AM - 6/29/2020 11:59:59 PM | County Clerk | All Collection Modes | All Users

Transactions						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Visa	16	0	\$844.00	\$20.88	\$0.00	\$864.88
MasterCard	7	0	\$234.00	\$6.43	\$0.00	\$240.43
Debit Card	6	0	\$321.00	\$7.92	\$0.00	\$328.92
Credit Card Transactions Subtotal:	23	0	\$1,078.00	\$27.31	\$0.00	\$1,105.31
Debit Card Transactions Subtotal:	6	0	\$321.00	\$7.92	\$0.00	\$328.92
Transactions Subtotal:	29	0	\$1,399.00	\$35.23	\$0.00	\$1,434.23
Transactions Credit Card Total:	23	0	\$1,078.00	\$27.31	\$0.00	\$1,105.31
Transactions Debit Card Total:	6	0	\$321.00	\$7.92	\$0.00	\$328.92
Overall Total:	29	0	\$1,399.00	\$35.23	\$0.00	\$1,434.23

Features across reports:

- All reports are titled by report name, date and time pulled, and the filters that were applied to include the date(s) time period, department(s), and collection mode.
- Green Header clear outlines the information in the columns below
- Totals for all reports match to the penny for the same time period
- Roll up by card brand and eCheck if eCheck payments were accepted for the time period identified.

Revenue Report

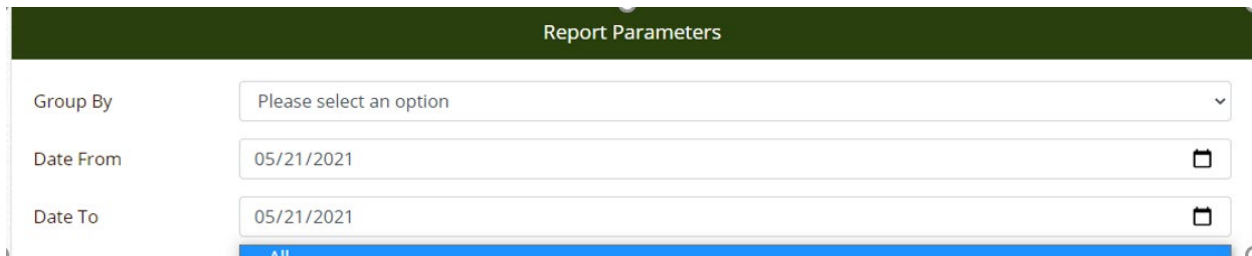
5/23/2021 8:24:36 PM

By Organization Unit

5/14/2021 12:00:00 AM - 5/14/2021 11:59:59 PM | All Organization Units | All Collection Modes | All Users

Health Department		Multiple Departments					
Transactions							
Card Type		Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Visa		4	0	\$120.00	\$3.40	\$0.00	\$123.40
MasterCard		3	0	\$94.00	\$2.63	\$0.00	\$96.63
Debit Card		1	0	\$14.00	\$0.53	\$0.00	\$14.53
Credit Card Transactions Subtotal:		7	0	\$214.00	\$6.03	\$0.00	\$220.03
Debit Card Transactions Subtotal:		1	0	\$14.00	\$0.53	\$0.00	\$14.53
Transactions Subtotal:		8	0	\$228.00	\$6.56	\$0.00	\$234.56
Justice of the Peace Pct 3							
Transactions							
Card Type		Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Visa		7	0	\$1,428.00	\$30.31	\$0.00	\$1,458.31
MasterCard		4	0	\$622.00	\$13.44	\$0.00	\$635.44
Debit Card		2	0	\$432.00	\$9.14	\$0.00	\$441.14
Credit Card Transactions Subtotal:		11	0	\$2,050.00	\$43.75	\$0.00	\$2,093.75
Debit Card Transactions Subtotal:		2	0	\$432.00	\$9.14	\$0.00	\$441.14
Transactions Subtotal:		13	0	\$2,482.00	\$52.89	\$0.00	\$2,534.89
Credits/Chargebacks							
Card Type		Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Visa		0	2	(\$76.00)	(\$1.77)	\$0.00	(\$77.77)
Credit Card Credits/Chargebacks Subtotal:		0	2	(\$76.00)	(\$1.77)	\$0.00	(\$77.77)
Credits/Chargebacks Subtotal:		0	2	(\$76.00)	(\$1.77)	\$0.00	(\$77.77)
Brazos County Transactions Credit Card Total:		99	2	\$15,297.00	\$330.44	\$0.00	\$15,627.44
Brazos County Transactions Debit Card Total:		14	0	\$2,572.00	\$54.94	\$0.00	\$2,626.94
Brazos County Overall Total:		113	2	\$17,869.00	\$385.38	\$0.00	\$18,254.38

All reports in NCR's PBP Reporting suite are updated in real-time and available 24 hours a day 7 days a week, 365 days a year. Additionally, Users have access to historical data 244/7/365; all reports provide the ability to search from a desired date to a desired date.



The screenshot shows a web interface titled "Report Parameters". It contains three input fields: "Group By" with a dropdown menu showing "Please select an option", "Date From" with a text input "05/21/2021" and a calendar icon, and "Date To" with a text input "05/21/2021" and a calendar icon. Below these fields, a blue bar with the word "All" is visible.

All reports can be viewed, printed, and exported to Excel, csv., MS Word or PDF.

In addition to the ability to search by date range, time range, sub-totaled by location, departments, payment types, card brand (including eChecks and cash), User, collection mode staff can create customized reports by selecting only the datapoints desired (fields). NCR's daily report totals match the end of day, funding, and the Parish's bank states to the penny.

The best way to view NCR's PBP's comprehensive reporting options is to experience it firsthand in a demonstration.

Reconciliation:

Settlement amounts are listed as a lump sum on the bank's statement; each settlement will have a lump sum for credit and debit card (all brands) and a separate deposit for eChecks if accepted. These settled funds will match the Parish's and NCR's reports to the penny. NCR will provide a Funding report which matched the Parish's bank deposits, and a Funding Details report which provides the details of every payment which makes up the settlement.

Example Daily Reconciliation

Below, the Merchant collected twenty-nine payments via Credit and Debit Card which sums to \$1399.00:

Revenue Report

5/23/2021 9:16:55 PM

6/29/2020 12:00:00 AM - 6/29/2020 11:59:59 PM | County Clerk | All Collection Modes | All Users

Transactions						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Visa	16	0	\$844.00	\$20.88	\$0.00	\$864.88
MasterCard	7	0	\$234.00	\$6.43	\$0.00	\$240.43
Debit Card	6	0	\$321.00	\$7.92	\$0.00	\$328.92
Credit Card Transactions Subtotal:	23	0	\$1,078.00	\$27.31	\$0.00	\$1,105.31
Debit Card Transactions Subtotal:	6	0	\$321.00	\$7.92	\$0.00	\$328.92
Transactions Subtotal:	29	0	\$1,399.00	\$35.23	\$0.00	\$1,434.23
Transactions Credit Card Total:	23	0	\$1,078.00	\$27.31	\$0.00	\$1,105.31
Transactions Debit Card Total:	6	0	\$321.00	\$7.92	\$0.00	\$328.92
Overall Total:	29	0	\$1,399.00	\$35.23	\$0.00	\$1,434.23

The Revenue Report ties to our Funding Report which matches the amount collected and provides a seamless and easy reconciliation process for the Parish. For our example and to display all transactions which sum to \$1399.00 the user will need only click the associated link in the TRN column.

Funding Report

1/28/2022 2:24:54 PM

6/29/2020 12:00:00 AM - 6/30/2020 11:59:00 PM | All Organization Units | All Payment Types

Date of Batch	Funding Date	Deposit Type	Organization Unit	Payment Type	Collection Mode	TRN	Amount
06/29/2020	06/30/2020	Credit Card	All Organization Units	Collections POS	All Collection Modes	FT_200630_1039.fed	\$377.00
06/29/2020	06/30/2020	Credit Card	All Organization Units	County Clerk	All Collection Modes	FT_200630_1039.fed	\$1,399.00
06/29/2020	06/30/2020	Credit Card	All Organization Units	HD CHS	All Collection Modes	FT_200630_1039.fed	\$290.00
06/29/2020	06/30/2020	Credit Card	All Organization Units	Justice of the Peace Pct 1	All Collection Modes	FT_200630_1039.fed	\$466.00

From the Funding reports, to display all transactions which sum to \$1399.00 the user will need only click the associated link in the TRN column.

When the TRN link is clicked the Funding Details Report displays all twenty-nine transactions which constitute \$1399.00. and that the 1399.00 was ACH directly to the account of the Cs choice the next day.

Funding Details Report

5/23/2021 9:13:40 PM

FT_200630_1039.fed

6/29/2020 12:00:00 AM - 6/30/2020 11:59:00 PM | All Organization Units | County Clerk

	Trans/Reversal Date	PRC	Name	Card Number	TRN	Amount	Fee Amount	Total Remitted
1	6/29/2020 8:07:43 AM	20071875	[REDACTED]	420413-xx-8164	FT_200630_1039.fed	\$66.00	\$1.57	\$67.57
2	6/29/2020 8:13:16 AM	20071877	[REDACTED]	461046-xx-5996	FT_200630_1039.fed	\$82.00	\$1.89	\$83.89
28	6/29/2020 4:26:12 PM	20071972	[REDACTED]	511361-xx-4002	FT_200630_1039.fed	\$23.00	\$0.71	\$23.71
29	6/29/2020 4:36:55 PM	20071975	[REDACTED]	424840-xx-0408	FT_200630_1039.fed	\$23.00	\$0.71	\$23.71
Totals :						\$1,399.00	\$35.23	\$1,434.23

In addition to the summary reports displayed above, NCR has specific reports dedicated to chargebacks/credits which include all voids, credits, and chargebacks, as well as check return reports, and a declines report.

Chargebacks:

NCR, on behalf of the Parish, will fully manage all chargebacks as they occur unless directed otherwise. All chargeback notifications will come directly to NCR from the card issuing banks. When a chargeback occurs NCR will notify the appropriate department of the chargeback; the notification will include the original transaction date, merchant DBA, merchant ID, transaction number, cardholder account number, dollar amount, reason for chargeback, and any letters or other documents from the cardholder.

NCR will request any documentation to challenge the chargeback that we do not already have. Although NCR has been debited the amount of the chargeback, the Parish will remain financially whole during the chargeback challenge process. If the chargeback is upheld, NCR will inform the department of the final determination of the chargeback along with the details. The following day, NCR will ACH debit the appropriate funding account for the chargeback as a separate entry to the deposit (for the previous days transactions) for ease of reconciliation. It is NCR's practice to return the fee associated with the original transaction in addition to the transaction amount. If the Parish wins the chargeback, there is no further action as your account was never debited for the amount. Our retrieval compliance timeframe is 365 days from the date

of the transaction. NCR will immediately begin working the chargeback and continue to work the process until a final decision is provided by the card issuing bank.

Access Hierarchy:


NCR's system has tiered levels of user access to our payment processing system, which is configurable to the Parish's needs and business rules including limited/unlimited access to designated personnel. Reporting access is role based, and configurable to the Parish's business rules. Authorized system administrators will have access to all functionalities including all reports in NCR's system for all departments. Jefferson Parish staff user credentials can be established providing access to specific reports, for example the My Transactions report which only displays to the specific transactions that a Parish user has processed during any given time.

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

The NCR platform is highly configurable and was built to meet the business needs of our various clients. NCR will establish a Master Client account which provides visibility across all departments. Within the instance, the Parish can establish multiple organizational units (in this case divisions or departments) and multiple payment types. Again, depending on the business need, a single payment type or multiple payment types can be established under a single MID. There is no additional cost. See example below on the following page where there has been one department (category) but multiple payment types under that category.

The screenshot displays the NCR payment processing interface. At the top, there are two tabs: 'Cart Information' (active) and 'Payment Information'. Below the tabs, the 'Add Payment Items' section is visible. It contains two dropdown menus: 'Payment Category' (set to 'Permits') and 'Payment Type' (set to 'Please select a Payment Type'). The 'Payment Type' dropdown is open, showing a list of options: 'Please select a Payment Type', 'Building', 'Move-In Permit', 'Signs', and 'Zoning'. To the right of the 'Add Payment Items' section is the 'Shopping Cart' summary, which shows a 'Subtotal' of '\$0.00' and a 'Cancel Transaction' button. At the bottom of the 'Add Payment Items' section, there is a green button labeled 'Next Step: Payment Information'.

Within the user access hierarchy, the Parish's organization administrators and client administrators can create reports in the NCR reporting tool and drill down by organization unit, department name, or payment types.



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.


Under the payment re-direct integration, NCR will collaborate with Jefferson Parish or a third-party software system to develop the interface using NCR's application programming interface (API). NCR's government payments solution is an embeddable .NET MVC application with SQL Server databases and Razor and JQuery on the user interface.

NCR's Payment Business Portal (PBP) platform is entirely web-based and is accessible using the current version of all the leading web browsers (Edge, Internet Explorer, Chrome, Safari and Firefox). NCR Payments Business Portal (PBP) has both a SOAP API and REST API that can be written to for web service calls to interface with our payment processing platform. NCR Payments Business Portal (PBP)'s preferred integration with software systems uses real-time web service calls—NCR Payments Business Portal (PBP) will develop the integration using the API of the Parish/third-party software system or NCR Payments Business Portal (PBP) will provide its API (REST or SOAP) to the Parish/third-party software system to develop the interface to NCR Payments Business Portal (PBP). NCR Payments Business Portal (PBP) uses Swagger.io framework for its REST API, which provides documentation, definitions, code samples, and an efficient interface to integrate to the NCR Payments Business Portal (PBP) platform more easily and efficiently. If the Parish has a software system that we have not previously integrated with, we will establish a mutually acceptable integration, whether it be through real-time web service calls or an automated file import/export, at no cost to the Parish.

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.

Agreed. One of our distinguishing factors is that we offer a customizable single portal/user interface that integrates with various third-party software systems—this enables governments to offer their customers a consistent (across all departments) and exceptional payment experience while increasing staff's productivity (integrations remove any double entry and a single payment processor for daily reconciliations). This singular portal/user interface and solution capability is effective in streamlining governments' credit card acceptance methods.

Under a fully hosted integration, all activity associated with accepting/submitting a payment is on NCR Payments Business Portal (PBP)'s web pages/user interface and servers. The customer starts on the Parish's website and clicks on a button, i.e. Pay Bill, where the customer is re-directed to NCR Payments Business Portal (PBP) fully hosted user interface and servers to make a payment. All payment information is solely on our



screens which limits the PCI scope and risk of the client. NCR will develop an interface to your or a third-party vendor's software. This enables validation through either the use of real-time web service calls to your software or using files with such validation information which are provided by the client to our system using our secure FTP file processing. Likewise, NCR Payments Business Portal (PBP)'s system will post back all transaction data back into the Parish's systems in an automated process which will either be performed in real-time or through a batch file update process.

Under a payment re-direct integration, the Parish or a third-party software vendor develops the interface to NCR Payments Business Portal (PBP)'s processing platform. The customer remains on the Parish's user interface until payment information is entered, at which point, they are re-directed to NCR Payments Business Portal (PBP)'s user interface and servers to complete the transaction. This integration also limits the Parish's PCI risk by maintaining all customer payment data and banking information on NCR Payments Business Portal (PBP)'s user interface and servers. The payment is processed in real-time on NCR Payments Business Portal (PBP)'s user interface and then upon successful completion of the payment transaction, the customer is re-directed back to the Parish's website.

Under the Fully Hosted integration, NCR Payments Business Portal (PBP) is in complete control of the development schedule and can ensure that the boarding process will be conducted within our established timeframe. Under the Payment Re-Direct integration, NCR Payments Business Portal (PBP) will collaborate with the Parish or their third-party software partner on developing the interface using NCR Payments Business Portal (PBP)'s API. NCR Payments Business Portal (PBP) will provide documentation, code samples, and be responsive to all questions when the Parish or a third-party software vendor writes an interface to our system. Under non-recommended alternative integrations, i.e. the Parish's software keeps customers on their screens to accept all customer payment data and makes web service calls to our platform to process the payment, the on-boarding timeframe is subject to the timeliness of a third-party vendor. Likewise, with such non-recommended alternative integrations, the Parish retains significantly more PCI scope and risk as payment data is in the Parish's software.

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

Adhering to industry best practices and to safeguard the security of transactional and all information, our Portal only utilizes Transport Layer Security (TLS) protocols at 1.2 - bit encryption in all online sessions, which is an industry best practice. All PII, payment card and banking information is encrypted while in-transit or at rest. As a certified PCI Level 1 Service Provider (the highest level attainable), NCR maintains policies and

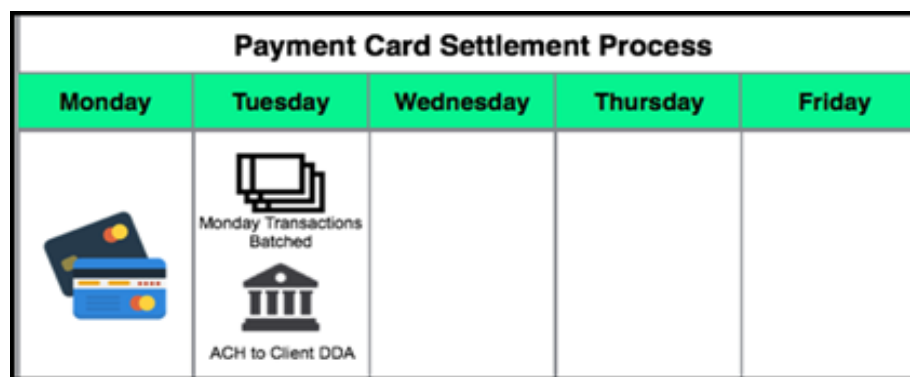
practices that have been tested and proven to successfully protect sensitive payment card data, banking data and Personally Identifiable Information (“PII”). NCR does not store credit card or PII information. Public Web customers may create secure accounts when using the hosted payments entry screens. Public customers may create Payment Profiles using either Credit Card or E-Check payments with easy-to-use entry screens.

As with all API integrations the customer enters payment data into our hosted payment page, the system routes data and validates the payment information and arrives back to the customer with a successful or unsuccessful response. Because NCR is performing the data validation (payment validation) PCI risk to the Parish is mitigated and provides a seamless interaction from a customer’ perspective.

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.

Agreed. At no time do the funds for card transactions or eChecks flow through NCR accounts. NCR will direct the funds to the to the account or accounts as designated by the Parrish.

NCR processes in real-time with card-brand and our platform’s reporting suite is always maintained in real-time. The Parish’s next day settlements reflect every transaction from the previous day between 12:00AM and 11:59PM. NCR’s settlement process ensures that the dollars deposited to the bank each day will match our daily, summary and deposit reports and will match to the penny to your bank account.



2.7 Proposal Elements

A. Technical

1. Each proposer shall address how the proposer will achieve/meet the scope of work as stated in Section 2.1. Technical approach shall detail the following: Plans and/or schedule of implementation, orientation, and/or installation, etc. (whichever is relevant to the RFP requirements).

Plans / Implementation – Once the contract has been signed, an Implementation Project Manager will be assigned to work with the Parish on the implementation. Our PMs are equipped with the appropriate tools and technical resources to ensure a timely and successful implementation. The process starts with a formal kick-off meeting to discuss and agree upon project scope, milestones, and timelines. Working in partnership with the Parish's project manager, NCR will meet on an agreed basis, provide weekly project updates, and move the project forward.

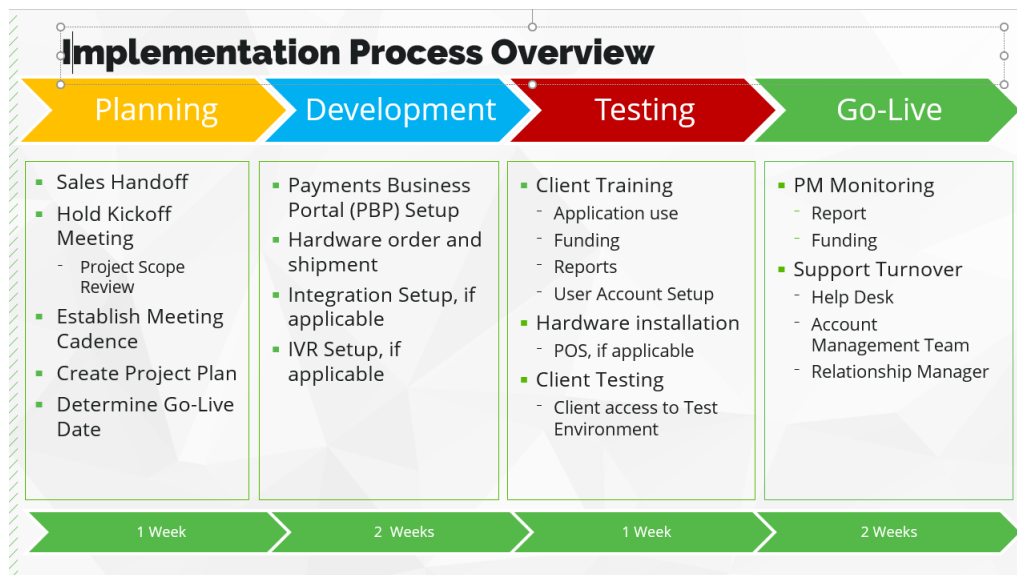
A more detailed implementation plan/schedule is discussed in the "Project Schedule" section.

The Project Manager ensures all requirements of your installation are executed successfully. The Project Manager will provide for project team communications, cost/schedule control, requirements, risk, configuration, and knowledge management, as well as change/issues management: in short all the processes that enable NCR to expedite the completion of a project on time, on budget and to your requirements.

Meeting milestones start with the planning activities and complete with turn over to your relationship manager and support teams for ongoing assistance.


Department	Software	NCR Proposed Solution	Acceptance Options
Utility	AS-400	<ul style="list-style-type: none">• NCR will build customized import and export files to reflect the requirements of Jefferson Parish• NCR established a SFTP folder for file exchange• Payers' entire payment experience is in NCR's customized pages	Available Platforms: <ul style="list-style-type: none">• Web• Point of Sale• IVR• Other as Requested (...)
Parks and Recreation	CivicRec	<ul style="list-style-type: none">• Redirect integration – NCR and CivicPlus have an established redirect integration – no additional work required• Payers being the payment process in software's pages,	Available Payment Methods: <ul style="list-style-type: none">• VISA• MasterCard• Discover

		then are redirected to NCR's secure hosted payment page customized for Jefferson Parrish	<ul style="list-style-type: none"> American Express eCheck
South Central Planning & Development	MGO – My Permit	<ul style="list-style-type: none"> Redirect integration – NCR and MGO have an established redirect integration – no additional work required Payers being the payment process in software's pages, then are redirected to NCR's secure hosted payment page customized for Jefferson Parish 	
Jefferson Protection and Animal Welfare Services	Pet Point	<ul style="list-style-type: none"> NCR will integrate with Pet Point if APIs are available and or create a file solution if preferred by the Parish 	
All other departments	As Requested	<ul style="list-style-type: none"> NCR will work directly with the department to establish the preferred integration for the department and customer 	



2. 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.

Training is an important event to ensure the application is setup to suit your needs, users fully understand how to process payments, discussions of the importance of



regular balancing of accounts and understanding report data. Your assistance will be required for installing devices, testing, and approving the application setup and driving the project to completion. All project activities, tasks and timing will be executed as agreed upon with your team.

Training can be scheduled as part of the implementation and post implementation process and are not limited to any specific number of hours or events. NCR will work with Jefferson Parish to determine what is appropriate with regard to scheduling. Trainings are available as online training classes typically provided by your Implementation Project Manager. During the implementation process your Implementations PM will be your contact. When the project is complete and during the Support Turnover meeting, you will personally meet all individuals supporting you going forward. This includes your Relationship Manager, Help Desk and Account Management Team.

3. Proposer shall likewise include any information concerning any innovative concepts pursuant to this RFP and terms and conditions that the proposer desires consideration by the Parish.

See section “Innovative Concepts” for more information NCR is proposing for the solution.

Proposer Qualifications and Experience


B. Qualifications and Experience

1. Proposers shall provide a detailed statement of related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc. Proposer must provide a detailed description of customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints, as applicable.

NCR's Proposal provides a state of the art, cost effective payment acceptance and processing solution which strictly adheres to PCI and NACHA security protocols in every payment channel (web, mobile, IVR, AutoPay/scheduled/recurring payments, kiosk, etc.). NCR provides real-time account validation through software application integrations like API and file exchanges (SFTP) that we have developed over the past twenty years. One significant benefit is increasing staff productivity. NCR will customize our portal to the specifications or requirements of each individual department. Additionally, NCR's robust reporting suite allows for customization down to metadata, a highly secure environment that limits Jefferson Parish PCI scope, at no cost, access to our embedded customer communication tools which could be used to send electronic reminders or invoices that are dynamically created to Parish customers via SMS text or email (increased customer satisfaction and improved collections), exceptional and responsive service to the staff and customers of the Parish through our Relationship Manager and our Help Desk, and a compelling value at a lower cost.

NCR is committed to providing responsive customer service every day in every payment transaction. We experience a very low level of customer service tickets in our business—on average, approximately 1 ticket per 1,000 transactions. Furthermore, we are proud of our record of conclusively resolving 97% of all customer support tickets within 1 business day. Similarly, NCR is proud of maintaining a continuously available system for customers to make payments. I welcome the opportunity to present NCR's Customized Solution for Jefferson Parish in response to this RFP. On behalf of the entire NCR Team, we welcome the opportunity to serve the Parish customers and staff.

Customer Service is a focal point of NCR Payments' processing solution. NCR Payments' policy with each new contract is to establish a relationship manager who is the primary point of contact for the client. The relationship manager is available 24/7 to handle any escalated tier 2 issues or customer needs that may arise. NCR Payments' Help Desk serves as the focal point for customer support. NCR Payments' Help Desk is United States based software support, and All Tier 1 calls are directed



to the Help Desk. NCR Payments provides a staffed call center which is always accessible (24 hours a day, 7 days a week, 365 days a year), with a return call made within twenty (20) minutes to resolve customer service issues. NCR Payments' Help Desk closes 97% of service tickets within one day. Additionally, the Help Desk will develop familiarity with the Parish's account and the specifications used throughout the duration of the account.

NCR Payments has established Customer Support tiers and corresponding response times based upon such tiers:

Tier 1

Tier I (or Level 1, abbreviated as T1 or L1) is the initial support level responsible for straightforward customer issues. At this level, we gather as much customer information as possible, analyze the symptoms and determine the issue. The information typically includes error messages, web browser and version being used, screen shots, software system being used with this payment issue, any data used by the end user, or any sequence of steps used by the end user, etc. This information needs to be recorded into the issue tracking or issue logging system. Once identification of the underlying problem is established, the specialist can begin sorting through the possible solutions available. Technical support specialists in this group typically handle straightforward and simple.

Examples of Tier I:

1. Confirmation of Payment with card last 4 digits of card or account or date of payment.
2. Receipt Request.
3. Charge Inquiry-Caller questioning a charge on cardholder statement:
4. Void Payment Requests in NCR Payments Business Portal (PBP) portal — Same day or post-dated payments: Some clients may choose to issue their own credits and voids. Other clients may choose to defer requests to the Help Desk as needed. Each client can determine business rules.



Tier II

Tier II (or Level 2, abbreviated as T2 or L2) is a more in-depth technical support level than Tier I. It is important to review the information or incident, ticket, etc., to see what has already been accomplished by the Tier I technician.

If a problem is new and/or personnel from this group cannot determine a solution, they are responsible for raising the issue to the technical support or software development group. This may require additional information including: the program name that failed, any database related details (table name, view name, package name, etc.) or API names. Some examples of Tier II issues:

1. Settlement deposit error
2. PCI matters
3. URL, server, SQL, or other replicated errors.
4. Windows, browser, or other operating system errors.
5. Software or setting issues which cannot be resolved by Tier I.
6. Financial errors including fees, invoices, or other types of calculated financial errors.
7. Replicated errors in reporting, report filtering, or report formatting which cannot be resolved by Tier I.
8. Failure of import or export, validation file routines.
9. Any other file exchange or API lookup issue or malfunction.
10. User or payment maintenance that is outside the expertise of Tier I.
11. Any issue which falls outside of the training or expertise level of a normal Tier I function.

Tier III Account Manager or Project Manager Escalation

Examples of Tier III Escalation:

1. System outage or unable to process payments, render payment screens or run reports.
 2. Failure of reporting or financial deposits.
- Any issue which becomes delayed or unresponsive by Tier I or Tier II.


NCR is committed to providing responsive customer service every day in every payment transaction. We experience a very low level of customer service tickets in our business—on average, approximately 1 ticket per 1,000 transactions. Furthermore, we are proud of our record of conclusively resolving 97% of all customer support tickets within 1 business day. Similarly, NCR is proud of maintaining a continuously available system for customers to make payments. I welcome the opportunity to present NCR's Customized Solution for Jefferson Parish in response to this RFP. On behalf of the entire NCR Team, we welcome the opportunity to serve Jefferson Parish's customers and staff!

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

NCR is happy to provide the following table of key personnel in our organization:

Role	Description	
Relationship Manager	The Relationship Manager (RM) is your key point of contact for the overall business relationship, providing business intelligence in the areas of account strategy, global industry knowledge and NCR best practices. The RM is the interface or liaison between the customer, sales support teams, the processing center, product management and other internal resources with regards to sales activities. The RM is responsible for all sales initiatives, proposals, and RFP responses. This senior level position is responsible and accountable for overall customer satisfaction and is tasked with ensuring all areas of NCR work together to ensure the highest levels of customer satisfaction are achieved.	Rick Griffiths
Finance Leader	The Finance Manager is responsible for overseeing all aspects of the transaction lifecycle, from processing to client funding. This includes invoicing, chargeback management, reconciliation, and resolution of client issues related to finances.	Rick Carroll
Account Support Manager	The Account Support Manager is accountable for maintaining the customer profile and Payments Business portal (PBP) configuration is up to date. Contact for billing inquiries after initial set up. Also the Account Support Manager manages customer expectations on service entitlement and scope of service and manages the PBP process together with the customer. The Account Support Manager is accountable for problem management with the account for service issues, manage the process internally and drive problems to resolution, keeps the customer up to date and applies analysis and independent judgment to both routine and non-routine information.	Scott Crespi

Role	Description	
Service Sales Manager	NCR will monitor and report on service level achievement, service costs and service quality of NCR, including historical trends to identify problem areas working with assigned Account Support Manager during renewals. NCR will also define opportunities for continuous service and process improvement to improve the delivery of services based on defined guidelines and processes in the operations manual. NCR will also track all changes to all covered service provider contracts, particularly those affecting service levels, cost, and quality objectives. The Services Sales Manager will play a key role in this aspect of the project.	Joe Lennon
Customer Support	This role provides management and coaching support to all the Customer Support Team members along with fostering them to have open and effective communications, and to work effectively across organizations as well as with our customers while The Customer Support Manager administers the Customer Support overall performance management process, such as setting objectives and executing quarterly/annual performance reviews.	Matt Helms
Solutions Engineer	The Solution Manager has global accountability for NCR's PBP Experience solutions. Part of the joint Executive sponsorship team accountable for steering a successful delivery of the program.	Sherrie Hill
Transition Manager	The Transition Manager's responsibilities include Customer Relationship Management, Personnel Management and Project Management for complex services engagements. The Transition Manager constructs and leads a multi-disciplinary team comprising of Project Managers and Subject Matter Experts (SMEs) to architect and design a solution that meets the Customer's business objectives, and then deliver this final solution design to an operational steady. The Transition Manager operates from the Engagement phase through due diligence and transition phases until the final solution design is delivered and handed over to the Executive Service Manager who will own the engagement through the conclusion of the contract.	Scott Satori



Role	Description	
Project Manager	The Project Manager ensures all requirements of your installation are executed successfully. The Project Manager will provide for project team communications, cost/schedule control, requirements, risk, configuration, and knowledge management, as well as change/issues management: in short all the processes that enable NCR to expedite the completion of a project on time, on budget and to your requirements.	Scott Satori

On the pages following, we have provided resumes for our Relationship Manager, Finance Leader and Customer Services Supervisor, all whom the Parish will be working with closely.



Relationship Manager

Rick Griffiths

4450 Sojourn Drive Addison, Texas 75001

(850) 384-8291

Rick.Griffiths@NCR.com

Rick Griffiths joined NCR Payments in January 2014 and serves as Director of Account Management. Prior to joining NCR Payments Mr. Griffiths served as Corporate Account Manager for WebMD and was a founding partner of Health Data Services. Mr. Griffiths has over 16 years of experience in account management. In addition to his role as the Director of Account Management, Mr. Griffiths has served as a key project manager for NCR Payments. He was instrumental in the migration of NCR Payments Payment Services, FL clients to our recently developed NCR Payments Business Portal (PBP) platform, and has worked on large and complex clients' on-boarding such as the State of Illinois ePay program and their various participants throughout the state including state agencies, counties, cities, universities, etc.

Career Profile:

- Over 20 years hands-on experience developing and managing full life cycle applications in a highly complex environment, full life cycle product and project management with experience with multidimensional/relational OLAP (MOLAP, ROLAP), relational and dimensional modeling for decision support environments, understanding various development phases and issues related to data warehouse implementations, fundamental concepts and architectural principles of data warehousing, business driven requirements design process, website design and configuration.
- Deep knowledge and experience in every area of data analytics, data architecture, data management, data governance and Business Intelligence software and procedures.
- Seasoned professional, with outstanding project planning, execution, monitoring and resource balancing skills with ability to support multiple simultaneous projects in a matrix organizational structure.
- Excel at communicating with stakeholders to provide accurate reporting and information regarding the ongoing projects and initiatives.
- Unique ability to translate corporate needs and business objectives into scalable, long-term technology solutions.
- Excellent track record of leveraging operational excellence and broad business expertise to translate company vision into revenue growth and operational successes.



Finance Manager

Rick Carroll, CPA

4450 Sojourn Drive Addison, Texas 75001

(850) 384-8291

Rick.Carroll@NCR.com

Rick Carroll, a Florida licensed CPA, joined NCR Payments in June 2012 and currently serves as Financial Manager. He is responsible for development and implementation of the corporate strategic plan with emphasis on increasing market share, data management, and cost control.

Prior to joining NCR Payments, Mr. Carroll had his own practice for over 10 years. Before that, Mr. Carroll held financial positions in the Banking and Healthcare industries. Mr. Carroll earned his bachelor's degree in Accounting from the University of West Florida.

Customer Services

Lynn Yelverton


4450 Sojourn Drive Addison, Texas 75001

(850) 384-8291

Lynn.Yelverton@NCR.com

Lynn Yelverton joined NCR Payments in June 2011 and is Supervisor of Customer Service. Mrs. Yelverton manages NCR Payments Customer Service and Help Desk dedicated to our government clients. Ms. Yelverton is responsible for Government Help Desk for all Tier 1 service calls as well as coordinating support for Tier II and III support. Ms. Yelverton and the Account Management team support Rick Griffiths, the Jefferson Parish's Relationship Manager for all technical and training needs.


Ms. Yelverton has over 22 years of experience in customer service and has held leadership roles in the customer service industry for over 17 years. Ms. Yelverton earned her bachelor's degree in Office Systems and MBA from Troy University.



NCR Payments LLC. is a leading provider of credit card, debit card and e-check payment processing services to state and local government entities throughout the U.S. Our clients are comprised of counties, cities, townships as well as two statewide electronic payment processing contracts (Illinois and Missouri). Our parent, NCR Corporation (NYSE: NCR), is one of the very few card processors that is a principal and is real-time connected to the Visa, MasterCard, Discover and American Express payment networks (end-to-end connected on authorization of payments as well as on the clearing and settlement of funds). As a result, NCR Payments can offer low all-in pricing (includes Interchange, Dues, Assessments, gateway, and all other costs associated with accepting and processing electronic payments) and unmatched transaction/settlement execution for your customers' credit card and debit card payments. NCR Payments is one of the leading merchant processors—we process over \$15 billion of credit and debit card payments (excludes volume from all e-check/ACH transactions) in over 50 million transactions annually.


NCR's Proposal provides a state of the art, cost effective payment acceptance and processing solution which strictly adheres to PCI and NACHA security protocols in every payment channel (web, mobile, IVR, AutoPay/scheduled/recurring payments, kiosk, etc.). Using real-time account validation and automated posting of transactions back into the Jefferson Parish systems through software application integrations and file exchanges (SFTP) that we have developed over the past twenty years will increase staff productivity. NCR will customize our portal to the specifications or requirements of each individual department. Additionally, NCR's robust reporting suite allows for customization down to metadata, a highly secure environment that limits the Jefferson Parish PCI scope, at no cost, access to our embedded customer communication tools which could be used to send electronic reminders or invoices that are dynamically created to the Jefferson Parish customers via SMS text or email (increased customer satisfaction and improved collections), exceptional and responsive service to the staff and customers of the Jefferson Parish through our Relationship Manager and our Help Desk, and a compelling value at a lower cost.

NCR is a global leader in enterprise commerce and banking solutions, and of credit card, debit card and e-check payment processing services to state and local government entities throughout the U.S. Our clients are comprised of state agencies, counties, cities, townships, and other governmental and higher education merchants. NCR is one of the very few card processors that is a principal and is real-time connected to the Visa, MasterCard, Discover and American Express payment networks (end-to-end connected on authorization of payments as well as on the clearing and settlement of funds). Our payment processing operation is based exclusively in the United States of America.



When integrating into our preferred methods, all your customers' payment card and banking information is only on NCR's servers—this materially reduces Jefferson Parish's scope and risk of a data breach. As a certified PCI Level 1 Service Provider (the highest level), NCR maintains policies and practices that have been tested and proven to successfully protect sensitive payment card data, banking data and Personally Identifiable Information ("PII"). Payment data and PII is always encrypted while at rest or in-transit, as well as is encrypted point-to-point when swiped or dipped at point-of-sale. We tokenize data when customers elect to establish an account and save their payment card and banking data for use in the future. Jefferson Parish customers may utilize their preferred payment channel (web, mobile, IVR, kiosk, etc.) and their preferred brand of credit or debit card (Visa, Mastercard, Discover and American Express) at any time to submit a payment. We continue to see individuals and businesses express interest in new and innovative methods to submit electronic payments and we will continue to introduce new payment technologies that address these desires.

NCR is the Parish's partner in increasing staff operational efficiency in billing and collection while maintaining customers' satisfaction. NCR's fully hosted solution is highly configurable and customizable to satisfy the needs of Jefferson Parish and our all-in-one fully hosted portal is one of the many distinguishing features of our platform. If NCR has not already established an interface to our Payments Business Portal for a specific department's software or payment type, we will integrate our solution with your applications to ensure perfect account validation, no double entry of data and payment transactions will be automatically posted back into the software systems. In addition to processing electronic payments, our platform Solution enables the Payment type or to send communications (i.e. bills/invoices, due date reminders, etc. that are dynamically created) to customers in their desired method (email or SMS text) which is designed to improve customer satisfaction (reminder to take action that lessen fines and penalties) and improve collection of amounts due. Jefferson Parish's accounting and finance staff will continue to experience high efficiency with NCR's reporting and proprietary settlement process (all card brands are settled together based upon transaction date) that enables daily reconciliation in minutes compared to a typical merchant account which is difficult to reconcile and takes extensive time daily.



NCR Payments Business Portal was first developed in 1999 to serve exclusively the government sector. We serve state agencies (we have state-wide electronic payments processing contracts with the states of Missouri and Illinois), counties, cities, tax collectors and municipal utilities throughout the U.S. NCR Payments is committed to providing an exceptional experience for your customers in submitting payments, while increasing the operational efficiency of your staff. NCR's Payment Business Portal's web-based payment processing system processes all payment types; Visa, MasterCard, Discover, Amex, all branded debit cards, and e-Checks, via all collection modes including web, IVR, point-of-sale, mobile, and pre-authorized payments. In addition to its payment processing services, NCR Payments Business Portal also offers e-Bill presentment and customer communication platform.

NCR Payments Business Portal's primary value proposition is providing complete payment processing solutions that are fully integrated with our government clients' systems and operational processes that result in: (i) an exceptional payment experience for customers, (ii) increased staff productivity of our clients, and (iii) a highly cost-effective solution overall.

Likewise, unlike many competitors, NCR Payments Business Portal earns all its fees through payment transactions—there are no fees or expenses other than for processing payment transactions, i.e. no integration fee, no hourly software development charges to go live, no charges for eBill presentment, no charges to send SMS text, email or outbound IVR messages to customers. Overall, NCR Payments believes that we provide an excellent solution from a feature/function/integration perspective (we do not see any competitor with a superior solution) at a highly competitive price.



Innovative Concepts

NCR has an ever-evolving portfolio of features and functionalities. These speak to our ongoing commitment of offering your customers more options to pay bills how they want, when they want and where they want. Review the following list of our latest and greatest features currently available and on our roadmap for future availability:

Electronic billing (eBill) platform is an no-additional-cost feature the Parish can use for a multitude of reasons - by providing NCR a payment file, we can create a PDF version of their most recent utility bill, for example. This could cut down on the cost for print and delivery of customer bills. Then the Parish would offer customers the ability to use NCR's Payments Business Portal to create an account, save their preferred payment method and manage their user account/pay bills via their customer dashboard. This could increase adoption of online bill payment services.

NCR Pay360 is NCR's solution that provides unprecedented account access for your customers. Our solution adds cash collection via ATM in effort to join the digital commerce and banking revolution. Doing so means constituents always have access to the pay their municipal bills.

NCR Pay360 offers instant scale with access at more ATMs than many of the largest banks. ATMs are available in essential, premier retail locations in major metro areas. They provide a higher level of constituent engagement that can reduce operating expenses and allow your constituents convenient cash payment access

NCR Pay360 is deployed on ATMs nationwide. We are enabling cash deposit NCR-owned ATMs in premier retail locations:

- Pharma – Walgreens, CVS
- Grocery – Target

Cash in (deposits) locations are expanding rapidly <https://www.allpointnetwork.com/fi/allpoint-plus.html>

Customized reports is one new reporting feature recently deployed on NCR's platform is the Export Transaction Mapping and Export Transaction scheduling tools. With NCR's Export Transaction Mapping tool and Export Transaction scheduling tools, the Parish would be able create custom .csv reports with all the Parish's desired payment data elements (Payment Information/Metadata Fields) as shown in the image below: As part of the implementation process, NCR will work with each department to identify their specific reporting needs; if we do not currently have this configuration, NCR will build the report for the Parish at no additional cost.

The screenshot displays a web interface titled "Available Transaction Export Fields". It features three tabs: "Payment Information Fields", "Payment Metadata Fields", and "Payment Type Identifiers Search". The "Payment Information Fields" tab is active, showing a grid of 30 green buttons, each representing a different payment data field. The fields are organized as follows:

Payment Information Fields	Payment Metadata Fields	Payment Type Identifiers Search
Payment: Confirmation Number	Payment: Transaction Date	Payment: Status
Payment: Name	Payment: Organization Unit	Payment: Payment Category
Payment: Payment Type	Payment: API Identifier	Payment: ACH Payment Identifier
Payment: Primary Customer Descriptor	Payment: Secondary Customer Descriptor	
Payment: Merchant Identifier	Payment: Payment Origin	Payment: Collection Mode
Payment: Authorized Date	Payment: Effective Date	Payment: Funded Date
Payment: Payment Method	Payment: Name on Card	Payment: Card Number
Payment: Expiration Date	Payment: Auth Code	Payment: Name on Check
Payment: Check Account Number	Payment: Amount	Payment: Created By
Payment: In Dispute	Payment: Billing Name	Payment: Billing Address 1
Payment: Billing Address 2	Payment: Billing City	Payment: Billing State
Payment: Billing Postal Code	Payment: Billing Country	Payment: Billing Mobile Phone
Payment: Home Phone	Payment: Email Address	Payment: Shipping Name
Payment: Shipping Address 1	Payment: Shipping Address 2	Payment: Shipping City
Payment: Shipping State	Payment: Shipping Postal Code	Payment: Shipping Country
Payment: Shipping Mobile Phone	Payment: Email Opt-In	

Bill reminders – Jefferson Parish would have access to our embedded customer communication tools which can be used to send electronic reminders or invoices that are dynamically created to the Parish residents via SMS text or email.

Text to Pay – future functionality on the NCR roadmap to build a text to pay feature within our platform that will allow customers to pay simply by texting.

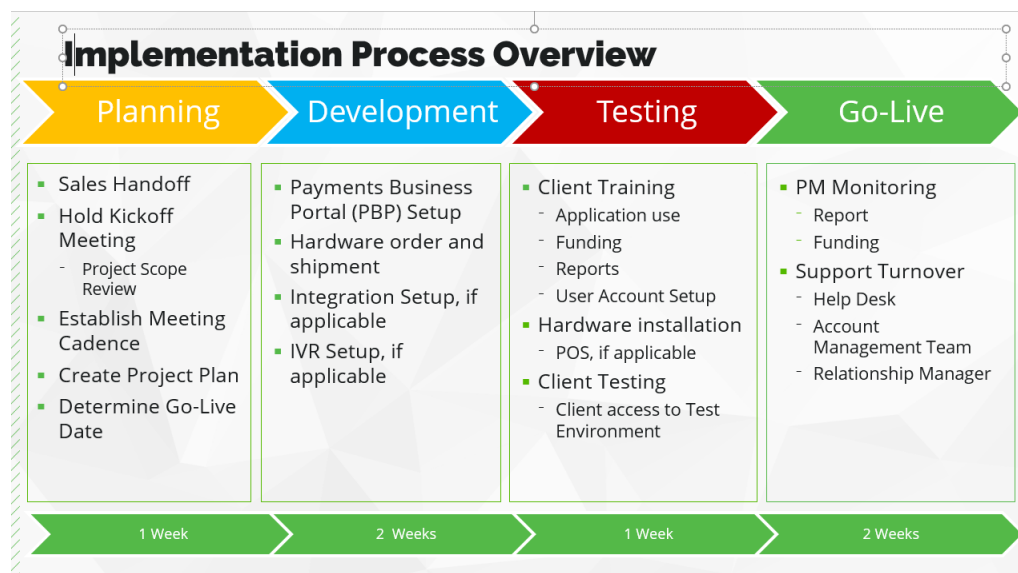
Project Schedule

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

Implementation – Once the contract has been signed, an Implementation Project Manager will be assigned to work with the Parish on the implementation. Our PMs are equipped with the appropriate tools and technical resources to ensure a timely and successful implementation. The process starts with a formal kick-off meeting to discuss and agree upon project scope, milestones, and timelines. Working in partnership with the Parish's project manager, NCR will meet on an agreed basis, provide weekly project updates, and move the project forward.

The Project Manager ensures all requirements of your installation are executed successfully. The Project Manager will provide for project team communications, cost/schedule control, requirements, risk, configuration, and knowledge management, as well as change/issues management: in short all the processes that enable NCR to expedite the completion of a project on time, on budget and to your requirements.

Meeting milestones start with the planning activities and complete with turn over to your relationship manager and support teams for ongoing assistance.



The NCR Payments Implementation team has decades of combined experience in electronic payment processing, distributed system implementations, and technical data



conversions. The team has extensive experience working in collaboration with our clients in a large variety of project implementations, maintenance, and support.

During an organizational meeting prior to implementation, NCR Payments will meet with appropriate Parish and IT staff to establish client profiles and databases within our fully functioning test environment. The profiles include fee schedules, organizational units, payment types, collection modes, usernames and passwords, as well as all other critical information required to accept and process payments. The boarding process involves establishing all necessary accounts for processing Visa, MasterCard, Discover, American Express, and ACH transactions. In parallel, NCR Payment's integration staff works with the appropriate Parish and Department personnel to identify overall system requirements including APIs, Data Interoperability, and general System Attributes (payment types, distribution accounts, settlement methodologies, user groups and rights, etc.).

Under our preferred integration alternatives (fully hosted or payment re-direct), we typically experience the boarding of a client similar in scope to Jefferson Parish within 6 weeks; however, in certain cases where a client has third party software partners involved, the timing could extend up to 12 weeks where the additional time is associated with schedule conflicts associated with the additional parties involved. NCR Payments will engage with the Parish prior to the implementation of the boarding process.



The typical deployment timeline for a client similar in size and scope:

Week 1

1. Agreement executed with client as result of RFP award
2. Points of contact and responsible parties (Parish, departments, & third-party vendors) established
3. Requirement's review performed by our team in conjunction with Parish and third-party vendor (organization structure, payment types, systems interoperability)

Week 2 – Week 5

1. Parish test instance established
 - Team works with third party to ensure proper system interoperability
 - End user testing initiated for Parish acceptance
2. Parish production instance established
 - End user testing initiated for final Parish acceptance
3. Production instance initialized with production data (user profiles, organization profiles, payment types)
4. Integrate Parish software and/or third-party software accepting payments with NCR's Payment Processing Solution using our fully hosted or virtual terminal (VT) integration (all payment card and banking data on our system)
5. Utilize web service calls or file import/export process for validation and posting data back into Parish's and/or Third Party's software
 - Necessary merchant services accounts established

Week 6

1. Training (onsite) if needed
2. Establish rollout process and schedule with the Parish for offices/locations using the NCR Payments solution in a point-of-sale or face-to-face environment.
3. Go live date established
4. Site live

Week 7 – Week 12

1. Handle any holdups in implementation and boarding process due third-party vendors, or issues out of our control



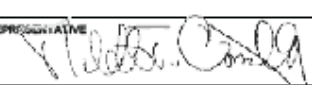
Financial Profile

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.

Please refer to NCR's [most recent 10K report](#) and past 10K statements are available [here](#). You will find financial statements and documentation concerning earnings, assets, and liabilities as well as balance sheets and income statements.

NCR Corporation is a publicly traded company with common stock listed on the New York Stock Exchange. Stock trades under the symbol "NCR."

Attachment A - Insurance Requirements

ACORD		CERTIFICATE OF LIABILITY INSURANCE		5/31/2022		DATE (MM/DD/YYYY) 6/7/2021	
<p>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.</p> <p>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).</p>							
PRODUCER: Lockton Companies 1185 Avenue of the Americas, Suite 2010 New York NY 10036 646-572-7300				CONTACT NAME: PHONE (A/C No. Ext): FAX (A/C No.): E-MAIL ADDRESS:			
INSURED: NCR Corporation 1490089 864 Spring Street NW, Atlanta, GA 30308				INSURER(S) AFFORDING COVERAGE: INSURER A: Hartford Fire Insurance Company INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:		NAIC # 19682	
COVERAGES CERTIFICATE NUMBER: 17620571 REVISION NUMBER: XXXXXXXX							
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	ADOL	SUBR	INSD	WDD	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					NOT APPLICABLE	
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRE AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY					NOT APPLICABLE	
	UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$					NOT APPLICABLE	
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N			N/A	NOT APPLICABLE	
A	Primary Crime	N	N			10 FA 0253990 21	5/31/2021 5/31/2022
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) THIS CERTIFICATE SUPERSEDES ALL PREVIOUSLY ISSUED CERTIFICATES FOR THIS HOLDER, APPLICABLE TO THE CARRIERS LISTED AND THE POLICY TERM(S) REFERENCED. Evidence of Insurance.							
CERTIFICATE HOLDER				CANCELLATION			
17620571 N C R Corporation 864 Spring St Atlanta GA 30308				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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ACORD 25 (2016/03)

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Attachment B – Price Schedule

Included in separate online envelope

Attachment - Signature Page

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: RFP No. 0438 Addendum No. 1
Number: RFP No. 0438 Addendum No. 2

Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: NCR Payment Solutions

Address: 4450 Sojourn Dr.
Addison, TX 75001

Phone Number: (972) 503-8900 Fax Number _____

Type Name of Person Authorized to Sign: Rick Carroll

Title of Person Authorized to Sign: Finance Manager

Signature of Person Authorized to Sign: *Rick Carroll*
Rick Carroll (May 24, 2022 11:58 CDT)

Email Address of Person Authorized to Sign: rick.carroll@ncr.com

Date: 5-24-2022

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.

Request for Proposal - Affidavit

Request for Proposal

AFFIDAVIT

STATE OF FLORIDA

PARISH/COUNTY OF ESCAMBIA

BEFORE ME, the undersigned authority, personally came and appeared: **Rick Carroll**
(Affiant) who after being by me duly sworn, deposed and said that he/she is the fully authorized **Finance Manager** of **NCR Payment Solutions, LLC** (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.

Rick Carroll
Signature of Affiant

RICK CARROLL
Printed Name of Affiant

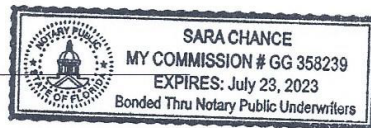
SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 18 DAY OF May, 2022

Sara Chance
Notary Public

Sara Chance
Printed Name of Notary

Notary/Bar Roll Number



My commission expires 07/23/2023.