

Jefferson Parish State of Louisiana RFP No.: 0438

Presented to:

Jefferson Parish

Submitted by:

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May 13, 2022

Proposal Name: Provide Merchant Card Payment Processing Services

Proposal No. 0438

Proposal Receipt Date and Time: May 13, 2022 at 3:30 PM

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May 24, 2022

Jefferson Parish
Attn: Sidney Duffy
Department of Purchasing
P.O. Box 9
Gretna, Louisiana 70054

Dear Ms. Duffy:

First Data Merchant Services LLC d/b/a Express Merchant Processing Solutions (EMPS), a wholly owned subsidiary of Fiserv, Inc., (Fiserv) is pleased to submit our response to Jefferson Parish (the Parish) Request for Proposal for payment processing services for debit/credit card and other forms of electronic payments.

Fiserv confirms that we are willing to perform those services and negotiate a contract with the Parish. Fiserv's submits its Proposal with the intent to provide the highest standard of service and assist the Parish in maximizing its net revenue of the Parish.

Fiserv is the largest payment processor in the world, processing over \$3.1 trillion in payments at over six million merchant locations worldwide. By choosing Fiserv as the Parish's partner, the Parish gains a responsive and experienced support team with specialized payment capabilities to streamline and secure payment acceptance for the Parish.

As a proven leader in payments for decades—with specialized experience in the government sector—Fiserv has created next generation solutions such as Clover point-of-sale system devices, Least Cost Routing debit acceptance for reduced cost of acceptance, detailed reporting, insightful analytics, and TransArmor Data Protection to address the unique challenges you face. Our team of payments experts has extensive experience developing and implementing specialized solutions for payment acceptance for clients of all sizes all around the world. We have the solutions, support, and experience with the following benefits:

- **Accept payments anyway, anywhere, anytime**
- **Gain actionable insights into business activities**
- **Combat fraud, protect your members and their customers**
- **Leverage the expertise and insights of an industry influencer**

We offer the Parish flexible solutions to enable you to meet the needs of your constituents with a modernized payment environment with convenient, secure and reliable merchant services. We are committed to delivering exceptional customer experience and innovative solutions that will meet the needs of the Parish. We look forward to the opportunity to collaborating with you on key performance areas that will deliver the best results.

Sincerely,



Shane McCullough
Authorized Signer

Phone: 402-450-0393 | Email: Shane.McCullough@fiserv.com

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I. Executive Summary



Accept payments anyway, anywhere, anytime at a lower overall cost.

Securely executes transactions on any device with any payment method, including POS terminal and via third-party gateways.



Reduce Parish costs

Reduce agency costs with least cost routing for debit card processing.



PCI-compliant solutions protect Parish and cardholder data.

Defense-in-depth security approach includes encryption, tokenization, EMV chip devices, and industry leading fraud detection tools.



Robust reporting tools provide actionable insights.

Consolidated reporting and analytics tools generates custom ad-hoc and scheduled reports based on near real-time transaction data.

The Parish seeks a proven partner to provide a payment processing services for debit/credit card and other forms of electronic payments across its multiple departments. The selected partner must deliver secure transaction processing, promote operational efficiencies, streamline revenue flow and improve cash management practices, help reduce overall costs to the Parish, facilitate timely authorization and settlement transactions, and provide accurate and manageable reporting tools to support the Parish's reporting requirements. Fiserv strategically designed our proposed solution to support your objectives for today and as they evolve over the life of this contract.

Our solutions, shown in Figure 1. deliver the powerful real-time transaction processing infrastructure for the Parish's demands. We bolster this technology with integrated analytics and reporting tools that empower the Parish to monitor transaction activities, to detect emerging trends, and to make informed, data-driven decisions.



Figure 1. Complete End-to-End Solution.

We offer the Parish a comprehensive solution that is deployed and managed by a dedicated team of seasoned professionals.

Accept payments anyway, anywhere, anytime



To support the diverse transaction processing needs of the Parish's multiple agencies, we offer a full range of efficient payment options that help you match the speed of their expectations. Our innovative solutions help you increase efficiency and streamline operations, contain costs, and reduce back-office efforts. Through a full suite of end-to-end payment solutions from Fiserv, we empower you in new ways to accept payments quickly and securely.

Today, hundreds of gateways are certified to our platform to offer greater choice and flexibility in how you choose to accept payments. We support all your current payment vendors to connect you to the features and capabilities you prefer across your processing ecosystem; however, we can also simplify your payment acceptance by consolidating gateways and services. By consolidating services, you streamline back-office operations, reduce costs and create a more consistent payment experience for all your constituents.

We remain a leader in payments processing, leading the industry in core card processing, eCommerce, ACH processing, and so much more. We authorize and settle transactions for the traditional, alternatives, and local payment methods shown in Figure 2.



Figure 2. Providing more ways to securing process payments.
Fiserv empowers the Parish to accept payments any way, anywhere with simple and convenient processing solutions.

With solutions that touch every part of the commerce lifecycle, we will meet the unique needs of the Parish and its customers without limiting the capabilities of larger members or overburdening the smaller ones with unnecessary features. We will continue to work with you to fully understand their specific organization's requirements and provide a merchant processing solution that will maximize a successful adoption and provide optimal value with enhanced security.

Reduce Parish costs with least cost routing



Minimize debit card processing cost by automatically selecting the least cost network available for each individual debit card, as shown in Figure 3. Least Cost Routing (LCR) calculates the processing cost, ranks each network cost and

takes advantage of the least cost route. With the broadest debit network coverage, which uniquely includes our proprietary STAR® and Accel® networks, we can advocate on your behalf to the major card brands.

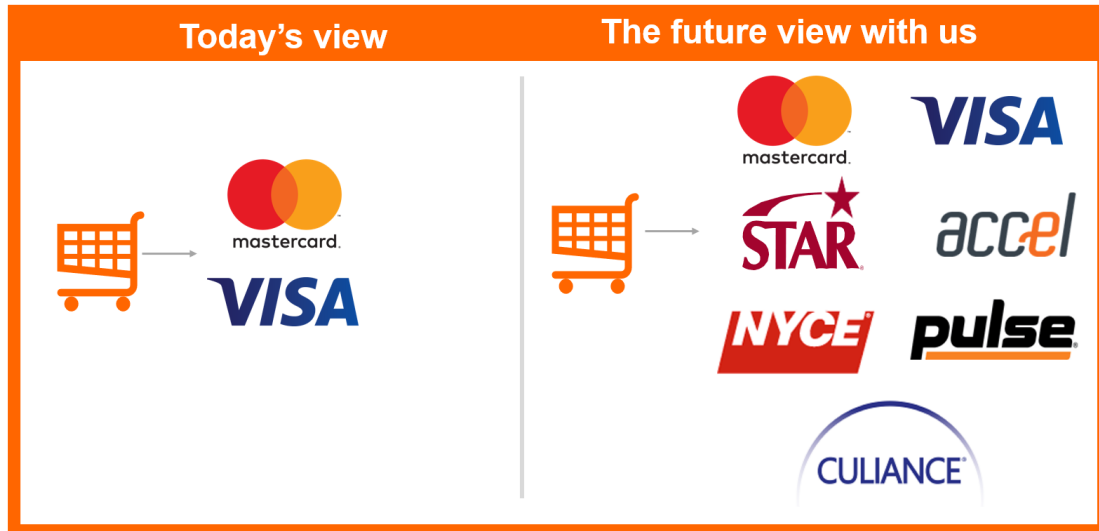


Figure 3. Optimal Routing Networks
Reduce processing costs with our least cost routing solutions.

Table 1 describes solution benefits for the Parish.

Table 1. Least Cost Routing Benefits for the Parish	
Benefit	Description
Reduce Interchange Downgrades	Our payment acceptance and processing rules will reduce the chance of interchange downgrades, therefore preventing unnecessary higher costs.
Best Commercial Interchange Rates	Our solution provides the minimum amount of data required to meet lower interchange cost requirements for commercial cards. Level 3 data can help meet interchange requirements to get the best possible rates.
Network Tokenization	Our solution meets Visa's 2022 interchange network token interchange rates for telecommunication and insurance sectors. Fiserv Network Token Service (MTRG) will acquire network tokens from Visa, Mastercard, Discover and American Express with a single integration, future proofing your need for tokens to meet network requirements.

Gain actionable insights into business activities



Accessing the latest transaction data is crucial to the Parish's day-to-day operations. Our proposed ClientLine Enterprise (CLX) solution delivers quick and easy access to critical transaction data within a single consolidated web portal. We built on the already robust feature set of our client portal to deliver an improved client experience for reporting, analytics, and virtual terminal capabilities. Figure 4 overviews our CLX features and benefits for the Parish.

ClientLine provides near real-time transactions, settlement, and funding, as well as chargeback and retrievals. As a complete one-stop solution, our simplified, easy-to-use data reports through ClientLine enable you to quickly find the information you need by location, selected groups or across multiple locations. Information is accessible virtually anywhere for greater flexibility and effectiveness in managing your organization.

We put the information at your fingertips with an easy to use, self-service experience. You can download reports, analyze business trends, and examine item level purchase history at any store across any channel. You can even augment your marketing efforts with robust analytic tools that identify your current customer base or discover new potential business from untapped markets.



Figure 4. ClientLine Enterprise

A single enterprise reporting portal to serve as a one stop solution for all your reporting needs.

Combat fraud, protect your members and their customer data



The daily threats and challenges you face in protecting the Parish and the customers you serve are very real and increasingly sophisticated. In response, Fiserv has been building best-in-class cyber security. The Fiserv merchant acquiring environment comes standard as a fully PCI-compliant environment that uses multiple redundant layers of defense in depth security technologies and architecture to ensure the highest levels of merchant security for sensitive customer data.

Fiserv has a growing suite of security products that help customers maintain PCI compliance. As a leader in the payment technology space, Fiserv brings solutions and capabilities for detecting and preventing fraud for domestic and international transactions. Our advanced security technology addresses card data protection, card data storage, and the rising cost and complexity of PCI compliance and fraud.

Our security solutions help protect personal data, reduce PCI compliance questions, and provide one consistent token for each transaction. We set the industry standard with our tokenization and encryption solution and continue to innovate and improve our services to reduce your risk and defend against criminals. We offer one of the most flexible tokenization and encryption solutions in the industry to protect you and your customers.

Why choose us?



Our solution fully supports the Parish's objectives, and we commit to supporting your needs and objectives as they evolve. We offer greater value and unwavering reliability to deliver a streamlined, proven prepaid card solution that can support accelerated entry into your respective client markets. Our innovative solutions help you increase efficiency and streamline operations, connect with your citizens, and reduce back-office efforts.

Under the leadership of our parent company, Fiserv Inc., we strive to be a driving force of innovation across the entire payment spectrum. Fiserv helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including prepaid program management, debit solutions, digital banking solutions, card issuer processing and network services, eCommerce, merchant acquiring and processing.



For the second consecutive year, Fiserv was named one of Fast Company's World's Most Innovative Companies 2022 based on our innovative suite of omnichannel commerce capabilities. The World's Most Innovative Companies 2022 honors businesses that are making the biggest impact on their industries and culture as a whole – ultimately thriving in today's ever-changing world.

Our \$500 million investment in innovation helps deliver innovative solutions that provide value to our clients while improving the customer experience. As a reflection of our steadfast commitment to supplier diversity, we also invest heavily in providing opportunities small businesses in the communities we serve.

Fiserv Response

C. Technical Proposal

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.**

Fiserv Response:

Comply. Fiserv is committed to delivering Fiserv owned and operated front-end and back-end payment solutions that will enable the Parish to take advantage of the latest payment technologies and trends. Our front-end gateways and API's allow the Parish to process flexible customer payment options for various debt types owed to the Parish.

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.**

Fiserv Response:

Comply. Fiserv takes merchant account management beyond typical payment processors. We offer the Parish a unique combination of flexible options to manage your merchant account based on two fundamental approaches.

- A state of the art web portal (Business Track) that allows the Parish to self-serve and self-automate finance critical reporting.
- A U.S. based account/relationship manager that can be available to assist and manage unique Parish sensitive account management needs.

The Business Track portal is the Fiserv online portal enabling merchants to manage their businesses through a single, consolidated interface. The Business Track portal provides access to important information such as account processing activity, including charts of daily sales and expenses, and a quick link to statements. The Business Track portal also offers access to applications as Alerts, ClientLine Reporting, Payments Tax Manager and Dispute Manager. Additionally, there are helpful resources and self-service options – all aimed at providing merchants with a user-friendly, convenient alternative for quick access to data that will answer their questions.

Viewing Transactions/Batches

Fiserv offers customers the ability to see real time sales data through the Real-Time reporting option in CLX. CLX is the best approach for matching a day's deposit total received by the bank with payments received by the portal. The CLX dashboard gives a quick and easy view of daily batches and funding, making reconciliation a seamless process. Through CLX, the Parish can generate a variety of reports on demand or scheduled (daily, weekly, monthly, quarterly, and annually) in a variety of formats, including, but not limited to, Microsoft Excel, PDF, HTML, and comma-separated values (CSV). CLX augments your standard printed or emailed monthly statements by drilling down into the level of granularity you require for major transaction types such as credit, debit (PIN and PINless), eCheck transactions, and alternative methods of payment.

In addition to reports, CLX offers search functionality that allows you to perform specific queries using reference number, card number, dollar amount, date ranges, and so on to identify specific records.

Listed below is a small sample of standard reports available through CLX:

- Transaction Summary
- Batch Summary
- Transaction Listing
- Chargeback Summary
- Retrieval Listing
- Funding Reconciliation
- Bank Deposit Adjustment Detail
- Qualification Analysis Summary



Figure 5. Business Track Portal

Business Track is the Parish's gateway to retrieve, review, print and download all transactions.

Data File Manager - In addition to CLX - we offer a SFTP file based / automated reporting platform option that can provide file level reporting if needed.

A screen print of the Data File Manager portal follows:

Gateway Level Reporting - In the event that even more detail is required, when using a gateway/API - more granular reporting can be available with access to unique merchant defined data elements.

Chargebacks

As part of the business rules and internal procedures, Fiserv validates issuer and cardholder requirements as part of the overall dispute investigation. Fiserv uses an internal process known as the Integrated Dispute System (IDS) to provide the most accurate and efficient chargeback processing in the industry. There is a 100 percent review of chargebacks by a proprietary, expert, business rule-based system (over 100 timeframe and rule edits, by reason code) that encompasses all pertinent Visa and Mastercard rules.

In addition, electronic file handling of case images and data speeds resolution. Before a chargeback is sent to the Parish, this expert system interrogates the chargeback against a predetermined set of parameters to determine workflow, resolution and output to the Parish. In some cases, this results in automatic resolution of incoming chargebacks. As part of the business rules and internal procedures, we validate issuer and cardholder requirements as part of the overall dispute investigation.

Clients are informed of disputed chargebacks either by electronic file, online via the Dispute Manager system or mail/fax based on available functionality and setup. A Chargeback Notification form is provided for all disputes adjusted and the debit appears on the bank statement as well as other reporting tools. The Parish will have access to this process electronically through the Dispute Manager service. Reversal of a debit will occur when a remedy has been supplied within the required timeframe.

Dispute Manager is a highly secure Web-enabled front-end interface to help the Parish effectively manage sales disputes (chargebacks and retrievals) with greater efficiency in a real-time environment. We created this web-based tool to help clients simplify back office processes and expedite response time on retrieval requests, and the improved response time can result in reduced non-response chargebacks. Dispute Manager can also provide information to the Parish to help gain control of dispute expense management.

Dispute Manager is easy for the Parish to use and provides the following key features:

- Sends the client confirmation and acknowledgement that response has been received
- Alerts the client if all required documentation has not been submitted (can reduce chargebacks for non-response)
- Provides work queues of all outstanding chargebacks and retrievals in need of a response
- Provides the ability to query or sort chargeback or retrieval requests online for prioritization and management of disputes (for example by cardholder or sale amount)

- Offers imaged cardholder, bank, and other supporting documentation, as well as provides the client the ability to scan in documentation to support fulfillment
- Provides the ability to manipulate images, i.e., magnify, rotate, flip or scroll for optimal viewing capability
- Assists the client in navigation within the Dispute Manager program and provides educational information that can be updated with new release information through Online Help

Your overall relationship manager and/or account manager can also serve as a liaison with regard to disputes.

Changing Account Information

Managing account information is a unique balance between security/legal requirements and flexible self-serve options.

Your Fiserv Relationship/Account Manager is available to provide the Parish with the account servicing needs that may require sensitive and secure changes.

- Adding new Accounts
- Adding New Services
- Making funding changes

Our Gateways and Reporting Portals allow for flexible self-management of common functions that the Parish staff may need to perform in the course of managing payments

- Integration / API's / Security keys
- User Permissions / Passwords
- Custom Reports

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

Fiserv Response:

Comply. The Parish will have access to our real-time web-based ClientLine Enterprise Reporting Portal (CLX), which enables the Parish to generate reporting by sub departments in transactions or multiple accounts. To help you report at different hierarchies, CLX can provide reporting at a location, merchant identification (MID) prefix, chain and master chain level. Access is granted at any of the mentioned levels to allow users to view only their locations, or particular departments within a corporate office to view only certain regions. This hierarchy is defined upfront, so the appropriate chaining convention can be used.

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.

Fiserv Response:

Comply. To meet the Parish .NET capabilities, our Gateways support .NET based API's. The Parish can accept payments securely through our flexible API's and receive real-time authorization responses from major card brands and/or other alternative payment platforms through a single solution. Merchants also have access to related services like, Fraud Prevention, Currency Conversion, Tokenization and Least Cost Routing.

The benefits of our Gateway solutions are:

- Ease of integration
 - Simple consumer interactions with redirects
 - Easy customizable RESTful API
- Value
 - Real-time authorization of credit cards and alternative payment methods
 - Single interface with online real-time management information reporting
- Security
 - Stronger Security by sending tokenized and encrypted credit card data
 - Advanced Fraud prevention with Fraud Detect integration

Example of Fiserv .NET based API's <https://docs.firstdata.com/org/gateway/docs/api#sdks>

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.

Fiserv Response:

Comply. It is highly likely that other Parish vendors are already certified to our Fiserv/First Data payment processing platforms. As a provider of pre-integrated certified payment platforms for third parties - we maintain integration certifications to many of the third party payment and billing software solutions available today.

If the Parish solution is not pre-integrated already - we can provide certification resources to our RapidConnect certification integration and/or expose our flexible API's including RESTful API stacks as a modern user friendly option for your third party service delivery or billing software provider to integrate payment functionality and value added services across Fiserv product suites.

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

Fiserv Response:

Comply. Fiserv has established a Global Cyber Security Policy based on the National Institute of Standards and Technology, Cyber Security Framework (NIST CSF), which is based on a subset of controls within the comprehensive NIST SP 800-53 r4 controls. Additionally, the Global Cyber Security Policy is fully complimentary to the International Standards Organization (ISO) 27001-2013 cyber security controls. Fiserv maintains PCI DSS certifications as required, maintains P2PE/PINS/Card Production certifications where applicable and maintains SOC1/SOC2/ISO-27001-2013 within certain geographic areas.

Our product, platforms and its processors have been validated by a Payment Card Industry Security Standards Council recognized third-party Qualified Security Assessor (QSA) as being compliant to the Payment Card Industry Data Security Standard (PCI DSS). Current compliance status is listed in the Visa's Global Registry of Service Providers – PCI DSS Validated Entities. See: <http://www.visa.com/splisting/>

Fiserv is complaint to the Payment Card Industry Data Security Standards. We have provided evidence to an independent QSA assessor and confirmed that the platform/processes comply with the following:

- Building and maintenance of a secure network
- Protection of cardholder data
- Maintenance of a vulnerability management program
- Implementation of strong access controls
- Regular monitoring and testing of networks
- Maintenance of an information security policy

These security requirements apply to system components where cardholder data is processed, stored, or transmitted.

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.

Fiserv Response:

Comply. Fiserv settles all payments made by customers into a designated Parish bank account via ACH. If next day settlement is requested, wire transfer is the only supported method unless you maintain a DDA with our sponsor bank.

D. Proposer Qualification and Experience

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

Fiserv Response:

With more than 38 years of fintech and payments leadership, Fiserv, Inc. (NASDAQ: FISV) enables money movement for thousands of financial institutions and millions of people and businesses in a world that never powers down. As a global leader in payments and financial technology, the company helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; payments; e-commerce; merchant acquiring and processing; and the Clover® cloud-based point-of-sale solution.

Fiserv is a member of the S&P 500® Index and the FORTUNE® 500 and is among FORTUNE World's Most Admired Companies® for the eighth consecutive year. This distinction – the definitive scorecard on corporate reputation – is a reflection of the hard work and dedication of our associates, and a shining achievement and tribute to our strength of leadership, resiliency and commitment to being best for our people, clients and shareholders.

Fiserv was formed on July 31, 1984, when First Data Processing and Sunshine State Systems merged to create Fiserv, a national data processing organization focused on the financial services industry. Today, Fiserv is global payments and Fintech company serving clients in more than 100 countries. In July 2019, we completed a transformative combination with First Data, advancing our leadership in payments and commerce-enabling technology to serve financial institutions, corporates, merchants and consumers.

Fiserv offers a unique combination of payment expertise and government program experience to help government organizations and their contractors meet the demand for lower costs and more efficient and effective government service. Our team brings vast experience and knowledge to help manage complex government payment projects.

Fiserv provides card processing services for over 6 million locations, including. We process for 350+ U.S. government agencies.

For over 30 years, Fiserv has processed for over 46 county government, municipalities and utilities across the United States. Our public sector payment processing advantages satisfy the demand for payment card options, reduce payment-related customer service calls, improve cash flow, reduce exposure to lost payments, improve collection processes, and increase customer retention. Fiserv offers a unique combination of payment expertise and government program experience to help government organizations meet the demand for lower costs and more efficient and effective government service at scale.

Our global business serves clients in more than 100 countries, and enables more than 6 million merchant locations every year. In the U.S. alone, Fiserv solutions reach nearly 100% of households. In 2021, our Merchant business processed 78 billion transactions, including 21 billion e-commerce transactions.

For more information on our rich history and executive team, please visit our website:
<https://www.fiserv.com/en/about-fiserv/our-history.html>.

E. Innovative Concepts:

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

Fiserv Response:

At Fiserv, our strategic framework starts with our aspiration, purpose, and values. We focus on creating value for our clients, our shareholders and our associates. Our strategies are more precise, more focused, and deliver more growth. Our solutions focus on innovation, a diverse client base, financial strength, and a team of dedicated associates to provide a solid foundation from which we can continue to grow.



Aspiration

To move money and information
in a way that moves the world



Purpose

To deliver superior value for our
clients through leading
technology, targeted innovation
and excellence in everything we
do



Values

Earn Client Trust Every Day
Create with Purpose
Inspire and Achieve Excellence
Do the Right Thing
Deliver on the Promise of One
Fiserv

Five key themes are permanent components of our Strategic Framework:



Portfolio Management – We expect to acquire businesses when we identify: a compelling strategic need, such as product, service or technology that helps meet client demand; an opportunity to change industry dynamics; a way to achieve business scale; or similar considerations. We expect to divest businesses that are not in line with our market, product or financial strategies.



Client Relationship Value – We plan to increase the number and breadth of our client relationships by, among other actions: continuing to integrate our products, services and sales groups; combining products and services to deliver enhanced, integrated value propositions; and improving the quality of our client service and support.



Operational Effectiveness – We believe we can improve the quality of our client delivery while reducing our costs by using the opportunities created by our size and scale.



Capital Allocation – We intend to make capital allocation decisions that offer the best prospects for our long-term growth and profitability, which may include, among other matters, internal investment, repayment of debt, repurchases of our own shares or acquisitions.



Innovation – We seek to be an innovation leader, utilizing our assets and capabilities to be at the forefront of our industry and enable our clients to deliver best-in-class results.

F. Project Schedule

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

Fiserv Response:

We use proven project management methodologies to guide our implementation processes. Highlighted below, is our process that evolves over time based on our experience in supporting similar projects as well as knowledge and insights from our internal experts.

Our methodology focuses on meeting the following objectives:

- Provide a single point of contact for all stakeholders during the implementation lifecycle
- Manage the implementation project from initial scope to the final rollout
- Ensure new clients are properly implemented, fully trained and processing with all elected entitlements

The Parish is assigned an experienced and skilled implementation team to walk through each step in the process and to ensure a smooth and expeditious transition. This includes an implementation coordinator, who will work closely with our relationship management team to ensure that all requirements are properly addressed, and the communication flow is steady throughout the project.

This approach not only allows for a customized, seamless implementation, it also allows us to meet your stated objectives and share best practices throughout the entire process.



Our seven-phased implementation approach promotes seamless and timely solution implementation. The assigned implementation coordinator guides and assists the Parish through each step of the process. The implementation coordinator will work closely with the relationship management team to ensure that all requirements are properly addressed, and the communication flow is steady throughout the project. The implementation team works with the Parish to determine the appropriate plan based on the desired rollout schedule, resource availability and business needs. This planning activity happens in a kick-off meeting with all the key stakeholders.

Once the scope of the implementation is clearly defined, Fiserv and the Parish collaborate to develop a customized implementation project plan.

The implementation project plan identifies the milestones including detailed tasks, dates and resources assigned or identified for each milestone.

Implementation is typically 4-5 months, however, that can vary depending on the unique requirements and expected deliverables for this implementation. The implementation team works with the Parish to determine the appropriate schedule based on resource availability and business needs.

G. Financial Profile

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

Fiserv Response:

Please refer to Exhibit 1 – Fiserv Financials for our 2019, 2020 and 2021 10-K and Q1 2022 Form 10-Q.

H. Cost Proposal

Proposer's fees and other costs shall be submitted in a separate online envelope (Named Price Attachments) with proposal submission. This cost proposal shall include any and all costs the proposer wishes to have considered in the proposed contractual arrangement with the Parish of Jefferson. The cost proposal shall be worth twenty-five percent (25%) of the total points assigned. Evaluation of cost proposal shall take place after technical evaluation has been completed.

Comply. Please refer to our Cost Proposal submitted in a separate online envelope (Named Price Attachments).

1.4 Proposer Minimum Requirements

The proposer shall:

- A. Be a firm or corporation regularly engaged in the acceptance and processing of debit/credit cards and other forms of electronic payments, providing on-line reporting services and/or collection agent.**

Fiserv Response:

Comply. As a worldwide leader in commerce-enabling technology, Fiserv offers the holistic solutions that shape the future of the industry and allow clients such as the Parish to better manage your business. As the #1 Merchant Acquirer, we provide acceptance and processing of debit/credit cards and other forms of electronic payments. Fiserv takes reporting to the next level with our ClientLine Enterprise online reporting solution (CLX). CLX offers:

- Improved Experience – A single, global platform to create consistent, improved merchant experience

- One Stop Solution – One portal to support both acquiring and non-acquiring products
- Complete Cost Transparency – Visibility into interchange and fees at transaction level to understand acceptance costs
- Simplified Reconciliation – Easily track and reconcile transactions through the lifecycle and determine outcomes of disputes
- Single Point of Integration – Easy integration with merchant reporting systems to save development costs

Having the proper data is vital to the success of the Parish. The CLX self-service reporting solutions from Fiserv provide the information you need in a convenient one-stop solution. With a single, organization-wide platform, we create a consistent merchant experience with greater visibility across your business.

Our consolidated reporting unifies multiple hierarchies, outlets and terminals into a single access point; this allows you to drill down data and dissect critical information in a clean, viewable format. Detailed and customized reporting informs you to make critical business decisions quickly and confidently at the national, regional and location-based level.

B. Demonstrate to the satisfaction of the Parish that the Proposer has adequate financial resources, experienced personnel, and experience in processing debit/credit cards and other forms of electronic payments.

Fiserv Response:

Comply. Fiserv is a member of the S&P 500® Index, the FORTUNE® 500 and among FORTUNE World's Most Admired Companies®. In 2021, we had \$16.2 billion in total revenue, \$2.3 billion in operating income and \$4.0 billion of net cash provided by operating activities from continuing operations. Processing and services revenue, which in 2021 represented 82 percent of our total revenue, is primarily generated from account- and transaction-based fees under multi-year contracts that generally have high renewal rates.

We have grown our business by signing new clients, expanding the products and services we provide to existing clients, offering new and enhanced products and services developed through innovation and acquisition, and extending our capabilities geographically, all of which have enabled us to deliver a wide range of integrated products and services and created new opportunities for growth.

2022 First Quarter Highlights:

- Adjusted revenue increased 10% to \$3.91 billion in the first quarter of 2022 compared to the prior year period
- Organic revenue growth was 11% in the first quarter of 2022, led by 20% growth in the Acceptance segment, 6% growth in the Fintech segment and 5% growth in the Payments segment

- Adjusted earnings per share increased 20% to \$1.40 in the first quarter of 2022 compared to the prior year period
- Adjusted operating margin increased 60 basis points to 32.0% in the first quarter of 2022 compared to the prior year period

Experience Personnel

Fiserv is committed to providing the highest level of service on a daily basis. As such, we have assembled an experienced and dedicated group of payment processing professionals to support The Parish, and this group has the sole responsibility of ensuring that you are successful and obtain the support you need to “keep the trains running.”

Your support team starts with your assigned Account Executive, Richard Wallen who will be your primary point of contact from a relationship point of view. Richard will assist the Parish at a high level with business decisions and strategies to keep you in alignment with your goals, as well as helping you navigate specific terms having to do with your contract.

Teaming with Richard Wallen is Account Manager, Julie Boyer, who will be primarily responsible for your operational needs with respect to Fiserv products and services. This team member serves as your product and process expert and will help ensure that your staff is well-informed and well-trained on all of the Fiserv products and services you have at your disposal.

Implementation Delivery Director, Chris Collins will lead the transition necessary to bring the Parish on to our platform.

Rounding out the Fiserv service group is the Client Service Operations (CSO) Support Team, which consists of the Help Desk, Technical Help Desk and Call Centers. These support units are the “go-to” members that will assist the Parish with any technical concerns, immediate product information needs, and many other operational or process items that may surface on a daily basis.

Table 2 shows the functional responsibilities of the account executive, account manager and implementation delivery director.

Table 2. the Parish 's Top-Down Dedicated Account Management Team and Technical Support Team <i>A team of tenured professionals will support .</i>	
Title	Functional Responsibilities
Account Executive Richard Wallen	Your account executive is your single point of contact with ultimate responsibility and ownership for the relationship. Ongoing review of key performance metrics during quarterly business reviews to help control costs and identify areas for operational improvements. Serves as the Parish's partner and conduit to Fiserv Provides proactive communication and industry updates.

Table 2. the Parish 's Top-Down Dedicated Account Management Team and Technical Support Team <i>A team of tenured professionals will support .</i>	
Title	Functional Responsibilities
Account Manager Julie Boyer	Serves as the Parish's first point of contact for escalation Provides timely management of day-to-day operational needs that are specific to the Parish's operations creates a custom playbook with procedures mapped out specifically for the Parish to ensure timely and effective Incident Response protocol.
Implementation Delivery Director Chris Collins	Leads any transition necessary to bring the Parish to the Fiserv platform <ul style="list-style-type: none"> • Program Design and Conversion • Administration and Operation details • Budget and Timeline Management

Experience in processing debit/credit cards and other forms of electronic payments

Fiserv provides the industry's most robust merchant processing services to over 6 million merchant locations worldwide from small businesses to the world's largest. As a global technology leader in payment processing solutions for more than 38 years, we have comprehensive payment processing, fraud protection and analytics solutions across numerous industries and platforms.

Today, we process 3,000 transactions per second totaling more than 100 billion transactions per year, which accounts for \$3.1 trillion in the world's economy.

We have a long history of successful performance providing card issuing, payment processing and innovative payment solutions to high-profile government and commercial clients, including more than 250 public-sector federal, state and local agencies with complex, highly secure programs.

C. Provide documentation to support the qualifications criteria as part of the RFP.

Fiserv Response:

- 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.**

Comply. Our commitment to payment innovation has been widely recognized by awards from our clients, as well as the payment industry.



Our global business serves clients in more than 100 countries, and enables more than 6 million merchant locations every year. In the U.S. alone, Fiserv solutions reach nearly 100% of households. In 2021, our Merchant business processed 78 billion transactions, including 21 billion e-commerce transactions.

For over 30 years, Fiserv has processed for over 46 county government, municipalities and utilities across the United States. Our public sector payment processing advantages satisfy the demand for payment card options, reduce payment-related customer service calls, improve cash flow, reduce exposure to lost payments, improve collection processes, and increase customer retention. Fiserv offers a unique combination of payment expertise and government program experience to help government organizations meet the demand for lower costs and more efficient and effective government service at scale. Our team brings vast experience and knowledge to help manage complex payment projects, including:

- Broad range of capabilities including payment processing, technology implementation and business consulting
- Functional and technical expertise in methodologies, tools, best practices and lessons learned on large-scale government projects
- Hands-on experience with many government programs and information systems
- Dedicated team of professional consultants with specialized skills and subject matter expertise related to government projects, including certified project managers, subject matter experts, business analysts, quality assurance analysts and testers.

Customer Service Capabilities

The relationship with our clients is the most important aspect of our business. We take the necessary steps to ensure our Client Services teams are well staffed, fully trained and readily available for customer assistance.

During business hours, the Parish's primary point of contact will be your Account Manager Julie Boyer and Account Executive, Richard Wallen. These individuals will be able to address most of the Parish's needs and gather the needed resources to achieve a timely resolution.

Our Client Services Operations (CSO) are performed in-house, and our team members are payment experts focused on the client experience, aiming for first call resolution and quick and accurate responses to inquiries.

The CSO Support Team has additional resources available to assist with the various needs of the Parish's business entities. Some of the areas that provide resources, as needed, are product development, front-end authorization network, telecommunications, network planning/engineering, activations and conversions, settlement, Interchange, compliance and retrievals/chargebacks. In addition, we have multilingual capability in our centers. The CSO Support Team's responsibilities and availability are described below.



Help Desk – We provide toll-free number, which allows us to accurately and efficiently route calls through an automatic call distributor (ACD) to Customer Service representatives trained to professionally answer questions pertaining to your payment processing business. Our Client Services Help Desk is staffed 24/7 with knowledgeable and experienced personnel. We strive for first call resolution on every call. In the event an issue is not resolved on the first merchant contact, most research and resolution are completed within 72 hours, and the highest priority issues impacting operations are assigned resources first. Our team is focused on the customer experience by measuring your customer's voice through first call resolution and other continuously monitored and analyzed performance measures.

Technical Help Desk – Our Technical Help Desk is truly interactive, operating 24/7. Representatives have online, real-time access to the transaction database as transactions are processed. In addition, they have access to merchant and terminal profiles that contain the information necessary to provide technical assistance. If the problem is determined to be external to us, our representatives route the caller to the next level or outside contact.

Resumes of personnel assigned, total number of personnel

Fiserv employs approximately 44,000 associates worldwide; the Parish will be assigned the 3 resources listed below. The CSO Support Team has additional resources available to assist with the various needs of the Parish business entities.

Some of the areas that provide resources, as needed, are product development, front-end authorization network, telecommunications, network planning/engineering, activations and conversions, settlement, Interchange, compliance and retrievals/chargebacks.

Our experienced management team looks forward to partnering with the Parish and providing the resources necessary to help you grow your merchant relationships.

The key members and their resumes are listed below.



PAYMENT SOLUTIONS EXPERIENCE

State of Texas

University of Oklahoma

Baylor Medical

City of Dallas

Texas Tech University



RESPONSIBILITIES

- Contract Management
- Rate/Fee Inquiries
- Ownership of holistic relationship across verticals
- Product solution/product identification opportunities
- Partnership with Jefferson Parish Service Account Manager
- Conduct Business Reviews



EDUCATION

MBA

Walden University, Minnesota

B.S. Business/Marketing

East Central University, Oklahoma

RICHARD WALLEN

ACCOUNT EXECUTIVE

Richard is an Account Executive with over 12 years of experience building, maintaining and growing strong client relationships in the city, county and state government sector, solving business needs through the delivery of information and financial technology solutions. He excels at relationship building and focusing on client pain points to continually inform and advise about new and additional ways to add value by addressing client needs.

Prior to joining Fiserv in 2016, Richard's background involved Account Executive and Representative roles at WorldPay and Crescent Processing, where he sold and supported merchant services.

12+ years of Merchant
Services experience

2+ years of
experience in public sector

fiserv. YEARS OF SERVICE **5+**





PAYMENT SOLUTIONS EXPERIENCE

*California DMV Electronic
Payment Processing*

*California State Treasurer's
Office Payment Processing*

*Texas Secretary of State
Payment Processing*

*Texas Department of
Transportation Payment
Processing*



RESPONSIBILITIES

- Operational point of contact across all Jefferson Parish products
- Manage daily needs
- Operational escalations
- Strategic servicing with Jefferson Parish communications (Association Release)
- Jefferson Parish training with new tools / product offerings
- Project Management for strategic initiatives

JULIE BOYER

ACCOUNT MANAGER

Julie has twenty-nine years' experience in the financial technology industry, with twenty-seven of those at Fiserv. Julie began her career in settlement operations, moved to Project Management, and then shifted to Call Center and Operations. She currently leads a government, franchise, technology, and retail account management team providing day-to-day operational servicing support to our clients including core processing, settlement, funding, boarding, reporting, interchange, reconciliation, equipment, project initiatives, compliance and audit. Julie's team provides data management, exception processing and client system training, and partners across the organization to provide first class client services.

Julie's career progression has included Operational Manager, Process Owner, Senior Project Manager and Settlement Analyst positions before her most recent 10 years in her current Director of Institutional Account Management role.

29+ years of Payment
Solutions experience

10+ years of
experience in public sector

fiserv. YEARS OF SERVICE **27+**





PAYMENT SOLUTIONS EXPERIENCE

*Texas Department of Transportation
Payment Processing*

*Texas Secretary of State Payment
Processing*

*Texas Facilities & Historical
Commission Payment Processing*

*Kansas Department of Children and
Families Prepaid Cards*

*Missouri Unemployment Insurance
Prepaid Cards*



RESPONSIBILITIES

- Manage communications at the leadership level
- Contract Management
- Identifying new product or solution opportunities
- Conducting Business Reviews
- Executive Escalation Point



EDUCATION

MBA

*American Public University
System*

*BS, Public Administration
Eastern Kentucky University*

CHRIS COLLINS



IMPLEMENTATION/DELIVERY DIRECTOR

Chris is the Government Solutions Delivery Executive for the Mid/Central region, encompassing 8 states including Texas. He brings expertise delivering large-scale information and financial technology initiatives in the government setting and knowledge of Fiserv's Merchant Banking and Prepaid Card Services. Chris will own the holistic relationship with Jefferson Parish, managing communications at the leadership level. His portfolio and experience has included multiple Payment Processing accounts in the Public Sector, to include Texas Department of Transportation, Secretary of State and Facilities and Historical Commission Merchant Services.

Chris is a Certified Scrum Master with years of Professional Services experience developing strong client relationships and high-performing, cross-functional teams in a matrix environment. His government experience involves leadership roles driving the development and implementation of strategic programs with the Department of Justice, Veteran's Administration, and the Department of Defense, as well as multiple states throughout the country. Prior to joining Fiserv, Chris was Professional Services Manager in the Federal Program Project Management Office at Becton Dickinson Corporation, where he managed teams successfully delivering multiple strategic implementation projects spanning all phases from Planning through to Project Close-Out. At CareFusion Corporation, Chris was an Implementation Manager accountable for over 600 accounts in the Ohio Valley and Mid-Atlantic Project Management Office.

1+ years of Payment
Solutions experience

20+ years of
experience in public sector

fiserv. YEARS OF SERVICE **1**



Timeline of customer inquiries and complaints

When a customer issues a complaint, the first level of contact they have is with the representative. All representatives receive training on dealing with difficult questions and have varying levels of empowerment to address the issue.

If the issue cannot be resolved at the representative level, the call is escalated to a supervisor. A supervisor is empowered to act outside of normal operating guidelines in an attempt to resolve the issue. If necessary, a supervisor can escalate to a manager or request to return the customer's call.

If a manager cannot resolve the customer's request or issue, the issue is forwarded to a Parish-specific services specialist who works to resolve any outstanding issues that cannot be handled at the center level. A customer services specialist works with you (if needed) to develop a resolution. Rare instances require input from multiple departments or investigation; however in these cases, the customer receives a status call within 48 hours. Manager level support is on site seven days a week and a Parish specialist is available by pager 24/7. We will provide the Parish with a monthly complaint log and a quarterly summary.

There is a comprehensive Fiserv Escalation Procedures document that is solidified at the time of implementation, enabling the Parish to have multiple escalation levels.

The Chain of Command for issue resolution is as follows:

- Level 1 – Customer Service/Help Desk
- Level 2 – Account Manager
- Level 3 – CSO Management
- Level 4 – Account Executive
- Level 5 – Vice President of Relationship Management

Issues are logged, managed and escalated using Customer Relationship Management (CRM) tracking solutions. The resource at each level is empowered to engage the resources necessary for a quick and permanent resolution. Issues are assigned priorities with those impacting operations receiving the highest priority.

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

Please refer to the resumes of our assigned account executive, account manager and implementation delivery director provided in our response under question 1 of this section.

D. Be able to provide a cost-effective solution for merchant services.

Fiserv Response:

Comply. Fiserv provides a cost-effective merchant services solution in response to Jefferson Parish's Payment Processing Services RFP. Our merchant solutions are the industry's most dynamic and comprehensive, and comprise much more than merely acquiring services. We partner with our clients on holistic solutions designed to help them serve their customers better, grow sales and simplify the way they do business.

Fiserv's merchant solutions are the industry's most dynamic and comprehensive, and comprise much more than merely acquiring services. We partner with our clients on holistic solutions designed to help them serve their customers better, grow sales and simplify the way they do business.

No other provider offers the merchant community – from the largest multinational retailers to the smallest operators – the depth and breadth of payments and business management services as Fiserv. From card and check acceptance solutions, to customer loyalty, mobile commerce, security, analytics, and more, we have been innovating on behalf of our clients for 38 years, enabling them to succeed and grow in a swiftly evolving competitive and technological landscape.

E. Provide a single point of contact for customer relations.

Fiserv Response:

Comply. Your Account Executive, Richard Wallen, will be your single point of contact for customer relations.

F. Provide real time web-based reporting of transactions by department and/or location.

Fiserv Response:

Comply. The Parish will have access to our real-time web-based ClientLine Enterprise Reporting Portal (CLX), which enables the Parish to generate reporting by department or location. To help you report at different hierarchies, CLX can provide reporting at a location, merchant identification (MID) prefix, chain and master chain level.

CLX is one of the most robust and merchant-friendly reporting solutions in the payment processing industry. CLX offers over 80 prebuilt reports and gives the Parish the ability to generate a variety of reports on demand. Reports can be created on a daily, weekly, monthly, and annual basis by card number, date and location, and in a variety of formats – Microsoft® Excel®, Word®, PDF and comma separated values CSV.

For reconciliation, CLX provides access to centralized and comprehensive payment processing information. Users can access information virtually anywhere for greater flexibility and

effectiveness in managing your business. With CLX, you will have the ability to efficiently conduct sales audits, manage processing fees, investigate chargebacks, and reconcile your checking account.

Report Availability

Listed below is a small sample of the standard reports that are available in CLX:

- Transaction Summary
- Batch Summary
- Transaction Listing
- Chargeback Summary
- Retrieval Listing
- Funding Reconciliation
- Bank Deposit Adjustment Detail
- Qualification Analysis Summary

If the Parish prefers to download raw data files directly to your systems, our Data File Manager product provides the user-friendly, web-accessible tools to automate this critical process. Data File Manager brings a best practice approach to this often time-consuming process, with a focus on flexible, self-service capabilities so you get just the data you need, right when you need it.

This self-service, automated toolset allows you to receive raw data files with just the records and data elements you specify, delivered daily or on demand with historical data.

Record options include:

- Transaction detail
- Interchange
- Funding
- Dispute and chargeback records
- Summary records by location or for the entire file

G. Provide immediate and direct deposit of all payments made by a customer, into a designated Parish bank account through a Parish-approved banking partner. At no time would the payments flow through a Contractor's bank account.

Fiserv Response:

Comply. Fiserv settles all payments made by customers into a designated Parish bank account via ACH. If next day settlement is requested, wire transfer is the only supported method unless you maintain a DDA with our sponsor bank.

H. Be PCI compliant.

Fiserv Response:

Comply. Fiserv has established a Global Cyber Security Policy based on the National Institute of Standards and Technology, Cyber Security Framework (NIST CSF), which is based on a subset of controls within the comprehensive NIST SP 800-53 r4 controls. Additionally, the Global Cyber Security Policy is fully complimentary to the International Standards Organization (ISO) 27001-2013 cyber security controls. Fiserv maintains PCI DSS certifications as required, maintains P2PE/PINS/Card Production certifications where applicable and maintains SOC1/SOC2/ISO-27001-2013 within certain geographic areas.

Our product, platforms and its processors have been validated by a Payment Card Industry Security Standards Council recognized third-party Qualified Security Assessor (QSA) as being compliant to the Payment Card Industry Data Security Standard (PCI DSS). Current compliance status is listed in the Visa's Global Registry of Service Providers – PCI DSS Validated Entities. See: <http://www.visa.com/splisting/>

Fiserv is compliant to the Payment Card Industry Data Security Standards, and have provided evidence to an independent QSA assessor and confirmed that the platform/processes comply with the following:

- Building and maintenance of a secure network
- Protection of cardholder data
- Maintenance of a vulnerability management program
- Implementation of strong access controls
- Regular monitoring and testing of networks
- Maintenance of an information security policy

These security requirements apply to system components where cardholder data is processed, stored, or transmitted.

I. Provide training as necessary to Parish Employees

Fiserv Response:

Comply. We provide training on our systems and programs to each client at no charge as part of our implementation process. Initial training is coordinated and scheduled by your implementation coordinator. A customized training program is developed and implemented as we tailor our training to meet your needs.

Your account manager is available to conduct “Train the Trainer” sessions as well as assist with any additional training of our program/software.

On an ongoing basis, we provide courses for ClientLine Online Reporting, Fraud Management, and Payment Card Program Management, which includes courses on topics such as Credit Card 101, Interchange 101, Retrieval and Chargeback basics. We also provide comprehensive Payment Card Industry Data Security Standards (PCI DSS) training. We offer various methods for merchant staff to train on our products and services, including Train-the-Trainer sessions, onsite instruction and web-based training.

J. Be able to work with other Jefferson Parish vendors to facilitate construction of API's or other mechanisms to allow payment systems, financial reporting, and billing systems to electronically communicate.

Fiserv Response:

Comply. We have a host of flexible API's and certifications available for third parties to integrate to our platforms. We can coordinate with the third party with direction from the Parish.

Our single API integration supports global card-present and card-not-present transactions as well as provides access to Fiserv's marketplace of payment solutions, including but not limited to, Gift Solutions, Fraud Detect and TransArmor. We offer our customers and integration partners a choice of integration configurations: a SOAP XML API interface called Rapid Connect and a RESTful JSON API interface called First API. Readily available development and testing tools enable users to easily manage payment interfaces and self-certify, saving time and costs.

Our separate Fiserv API enables the routing of your eCommerce debit payments to the lowest cost network quickly and efficiently. Integration of our Least Cost Debit Routing solution with our back-end payment processing solutions is on the roadmap. Once implemented, the separate integration to the Fiserv gateway can be decommissioned.

Industry Standards/Tests/Recommendations:

The following standard applies to this work:

A. Compliance with Payment Card Industry (PCI) Data Security Standards.

Fiserv Response:

Comply. Our proposed solution is PCI DSS compliant. Fiserv undergoes annual PCI assessments performed by a Qualified Security Assessor (QSA). Our SSAE18 SOC1 and SOC2 Type II is completed annually by Deloitte & Touche, LLP. With a mutual NDA in place, we are happy to share copies of the latest PCI Attestation of Compliance (AOC) and SOC1 and SOC2 reports.

References:

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

Fiserv Response:

Fiserv brings an established reputation for providing high-quality merchant processing solutions to clients with similar projects. The references we provide in Table 3 affirm this reputation and clearly demonstrate our ability to provide the services requested in this RFP successfully.

Table 3. References	
<i>The following references represent clients similar to Jefferson Parish</i>	
Reference #1	
Client Name	State of California
Contact Person	Yesina Serafin
Phone	951.320.6199
Address	1303 10th St. Ste 1173 Sacramento CA 95814
Reference #2	
Client Name	State of Ohio Regional Income Tax Agency
Contact Person	Lori Starcher
Phone	440.922.3209
Address	10107 Brecksville Rd, Brecksville OH 44141
Reference #3	
Client Name	State of Texas
Contact Person	Stacy Robertson

Table 3. References	
<i>The following references represent clients similar to Jefferson Parish</i>	
Phone	512.463.4916
Address	111 E. 17th Austin TX 787111

C. Technical Proposal: Illustrating and describing compliance with the RFP requirements defined in the Scope of Work/Services (Part II) and Proposer Qualifications

Fiserv Response:

Comply. Please refer to the Scope of Work/Services (Part II) and qualifications.

1.22 Standard Terms and Conditions and Non-negotiable Contract Terms

- A. The standard general terms and conditions used by the Parish of Jefferson may be found in Resolution No. 136353 (previously 113646). A copy may be obtained from the Parish Clerk's Office, 6th Floor, General Government Building, 200 Derbigny Street, Gretna, LA 70053, 364-2626. A copy of the resolution may also be downloaded by viewing the Purchasing Department webpage of Jefferson Parish's website, www.jeffparish.net.**

Fiserv Response:

Comply. We acknowledge the standard terms and conditions and non-negotiable contract terms listed above.

- B. Non-negotiable contract terms include but are not limited to taxes, assignment of contract, audit of records, EEOC and ADA compliance, record retention, content of contract/order of precedence, contract changes, force majeure, governing law, including ethics statements, claims or controversies, and termination based on contingency of appropriation of funds.**

Fiserv Response:

Comply. We acknowledge the non-negotiable contract terms listed above.

- C. It shall be the duty of every Parish officer, employee, department, agency, special district, board, and commission; and the duty of every contractor, subcontractor, and licensee of the Parish and the duty of every applicant for certification of eligibility for a Parish contract or program, to cooperate with the Inspector General in any investigation, audit, inspection, performance review, or hearing pursuant to Jefferson Parish Code of Ordinances Section 2-155.10 (19). By submitting a proposal, proposer acknowledges this and will abide by all provisions of the referenced Jefferson Parish Code of Ordinances.**

Fiserv Response:

Comply. We acknowledge we will abide by all provisions of the referenced the Parish Code of Ordinances.

1.23 Taxes

Jefferson Parish is exempt from paying sales taxes under Louisiana State Revised Statute 47:301(8)(c). All prices for purchases of supplies and materials by Jefferson Parish shall be quoted exclusive of State and Parish taxes.

Fiserv Response:

Comply. We acknowledge and agree that the Parish is exempt from paying sales taxes under Louisiana State Revised Statute 47:301(8)(c). All prices for purchases of supplies and materials by the Parish shall be quoted exclusive of State and Parish taxes.

1.24 Selected Proposer's Responsibilities

The selected proposer shall be required to provide all items and services offered in his proposal. The proposer shall be the sole point of contact for all contractual matters, including payment of any and all charges resulting under the contract.

Fiserv Response:

Comply. Fiserv acknowledges and agree to the statement above.

1.25 Sub-Contractor Requirements

If the proposer intends to subcontract portions of the work or to satisfy any of the Proposer Requirements and/or Scope of Work through the use of a subcontractor, the proposer shall include the name of the subcontractor and specific designations of the tasks to be performed or Vendor Requirements to be met by respective subcontractor(s). The information requested of the proposer under the terms of this RFP shall also be supplied for each subcontractor and shall be included in the proposal; however, an RFP affidavit is only required to be submitted by the proposer. Unless specifically permitted in the contract with the Parish of Jefferson, the successful proposer(s) shall not contract with any other party for furnishing any of the work herein requested in the Scope of Work without the ratification by Jefferson Parish Council resolution.

Fiserv Response:

Not applicable.

1.26 Insurance Requirements

Proposer shall furnish the Parish with certificates of insurance evidencing mandated coverage(s) pursuant to Resolution No. 136353 (amends Resolution No. 113646), as amended, and Attachment “A”. A copy of Resolution No. 136353 may be downloaded from the Purchasing Department webpage on the Jefferson Parish website, www.jeffparish.net.

Fiserv Response:

Part VI Appendices

Attachment A Insurance Requirements

Deductibles

If awarded the Project, EMPS request the ability to waive the deductible requirements in this section of the RFP. EMPS understand that cost of deductive is borne by the Contractor and has no issues agreeing to assuming such costs. No insurance required shall include a deductible greater than \$10,000.

Fiserv cannot agree to this as several deductibles including Workers’ Compensation and Commercial General Liability are higher than this. Fiserv understands the cost of the deductible is borne by the proposer (Fiserv).

Please refer to Exhibit 2 – Fiserv 2021-2022 Certificates of Insurance.

1.27 Subcontractor Insurance

The proposer shall include all subcontractors as named insured under its policies or shall furnish separate certificates for each subcontractor. All coverages for subcontractors shall be in conformity with Resolution No. 136353 (amends Resolution No. 113646), as amended. A copy of Resolution No. 136353 may be downloaded from the Purchasing Department webpage on the Jefferson Parish website, www.jeffparish.net.

Fiserv Response:

Part VI Appendices

Attachment A - Insurance Requirements

Deductibles – No insurance required shall include a deductible greater than \$10,000.

Fiserv cannot agree to this as several deductibles including Workers’ Compensation and Commercial General Liability are higher than this. Fiserv understands the cost of the deductible is borne by the proposer (Fiserv).

1.28 No Guarantee of Quantities

The Parish of Jefferson does not guaranty quantity or services required in the Scope of Work defined in Part II. The proposer shall provide all materials, labor, and equipment, whether specified or not, to provide a complete working system.

Fiserv Response:

Comply. We acknowledge the statement above for no guarantee of quantities.

1.29 Contract Negotiations

The Parish administration shall negotiate the details of service delivery, the terms of the contract, and the contract price most advantageous to the Parish with the proposer(s) selected by the Jefferson Parish Council (sometimes referred to throughout this document as the “Council”) and submit the contract, in final form, to the Council for ratification. Contract negotiations are limited by section 1.22(B) Non-negotiable Contract Terms in this RFP. In the event a contract cannot be successfully negotiated, the RFP Evaluation Committee shall seek authorization from the Council to negotiate a contract with another proposer under this RFP.

Fiserv Response:

Comply. We acknowledge the statement above concerning contract negotiations.

1.32 Indemnification

Proposer shall agree to indemnify and hold harmless the Parish of Jefferson, its departments, agencies, boards and commissions, officers, agents, servants and employees, including volunteers, against any and all claims, demands, suits, costs, liabilities or judgments for sums of money, and fines or penalties asserted by any party, firm or organization for loss of life or injury or damages to person or property, growing out of, resulting from, or by reason of any negligent acts, errors, and/or omissions by proposer, its agents, servants or employees, while engaged upon or in connection with the services required to be performed by proposer under this RFP. Further, proposer shall agree to indemnify the Parish of Jefferson, its departments, agencies, boards and commissions, officers, agents, servants and employees, including volunteers for all reasonable expenses and attorney’s fees incurred by or imposed in connection therewith for any loss, damage, injury or other casualty pursuant to this RFP. Proposer additionally shall agree to pay all reasonable expenses and attorney’s fees incurred by the Parish of Jefferson, its departments, agencies, boards and commissions, officers, agents, servants and employees, including volunteers in establishing the right to indemnity pursuant to the provisions stated herein.

Fiserv Response:

Comply. We acknowledge the statement above concerning indemnification.

1.33 Payment for Services

The proposer shall address and send the invoice to the respective Jefferson Parish department pursuant to the payment terms negotiated in the contract. Payments will be made by the Department of Accounting no earlier than thirty (30) days after receipt of a properly executed invoice, and approval by the respective Jefferson Parish department. Invoices shall include the contract and order number, using department and product or service purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided. With each invoice submitted, the successful proposer holding said non-bid contract shall acknowledge that no subcontractors or other persons have been added to the contract without prior Council approval by resolution. Failure to comply with this section shall result in penalties imposed upon the successful proposer under contract as set forth in section 2-935.1 for professional service providers.

Fiserv Response:

The vendor invoice management self-service capabilities allow the Parish's vendors to register and select preferred payment type. A PDF copy of the invoice, or a URL reference back to the Parish site, can be attached to each payment. Your account executive will be the Parish's contact for financial issues and invoice inquiries.

1.34 Termination

The proposer affirmatively acknowledges and agrees that the terms of any ensuing contract shall be binding upon the parties thereto until the work has been completed and accepted by the Parish; but said contract may be terminated under any or all of the following conditions:

A. By mutual agreement and consent of the parties thereto.

Fiserv Response:

Acknowledge and agree to the mutual agreement and consent of the parties.

B. By the Parish as a consequence of the failure of successful proposer(s) to comply with the terms or quality of work in a satisfactory manner, proper allowance being made for circumstances beyond the control of successful proposer(s) provided the Parish will give successful proposer(s) written notice of any such failure and ten (10) days (or more if authorized in writing by the manager) to cure any such failure.

Fiserv Response:

Acknowledge and agree to the consequence of the failure of successful proposer(s) to comply with the terms or quality of work in a satisfactory manner as described above.

C. By either party upon failure of the other party to fulfill its obligation as set forth in the contract.

Fiserv Response:

Acknowledge and agree to the statement above concerning that either party upon failure of the other party to fulfill its obligation as set forth in the contract.

D. By the Parish for convenience by issuing successful proposer(s) thirty (30) days written notice.

The continuance of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the Council. If the Council fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Parish President to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

Fiserv Response:

Comply. We acknowledge the statement above for the continuance of this contract upon the appropriation of funds to fulfill the requirements of the contract by the Council.

1.35 Assignment

The proposer affirmatively acknowledges and agrees that any ensuing contract shall be binding upon the successors and assigns for the parties thereto. The ensuing contract being for the personal services of the successful proposer(s) shall not be assigned or subcontracted in whole or in part by said successful proposer(s) as to the services to be performed hereunder without the written consent of the Parish, in the Parish's sole discretion.

Fiserv Response:

If awarded the Project, EMPS request in good faith that the Parish considers supplementing the Assignment language in the definitive agreement with the following language: "Notwithstanding the foregoing, such prior written consent of an assignment may be waived where the assignment is due to a sale, reorganization, merger or consolidation of Vendor's business entity or parent company."

1.36 EEOC and ADA Compliance

The proposer agrees to abide by the requirements of the following as applicable: Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistant Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination in Employment Act of 1972, and the Contracting Party agrees to abide by the requirements of the American with Disabilities

Act of 1990. The proposer shall keep informed of and comply with all federal, state and local laws, ordinances and regulations which affect his employees or prospective employees. Any act of discrimination committed by the proposer, or failure to comply with these statutory obligations, when applicable, shall be grounds for termination of the contract.

Fiserv Response:

Comply. We agree to comply to the requirements listed above concerning EEOC and ADA compliance.

1.37 Audit of Records

- A. Proposer(s) affirmatively acknowledges and agrees that pursuant to any ensuring contract, successful proposer shall maintain adequate books of account with respect to its services, in accordance with generally accepted accounting principles (GAAP) in a form and method acceptable to the Parish. Successful proposer(s) shall permit Parish and Parish's agents from time-to-time within fortyeight (48) hours written notice, to inspect, copy and audit during successful proposer(s) normal business office hours, the books and records pertaining to the services provided under the contract. Parish's right to audit, inspect, and make copies of proposer's records shall be at the sole expense of Parish.**

Fiserv Response:

If awarded the Project, Proposer request the ability to modify the audit and reporting requirements in this section, as follows:

Proposer(s) affirmatively acknowledges and agrees that pursuant to any ensuring contract, successful proposer shall maintain adequate books of account with respect to its services, in accordance with generally accepted accounting principles (GAAP) ~~in a form and method acceptable to the Parish.~~ Successful proposer(s) shall permit Parish and Parish's agents ~~from time-to-time within forty eight (48) hours~~ **upon reasonable advance** written notice **and no more than once per calendar year**, to inspect, copy and audit during successful proposer(s) normal business office hours, the books and records pertaining to the services provided under the contract. Parish's right to audit, inspect, and make copies of proposer's records shall be **subject to Proposer's on-site audit and security policies and procedures, and conducted** at the sole expense of Parish.

- B. Periodic and/or Annual Reports. At any time, the Parish may request that the successful proposer(s) with the minimum of thirty (30) days written notice, prepare and/or produce a report of the results of operations, as it pertains to any ensuring contract, in the previous fiscal year prepared in accordance with generally accepted accounting principles (GAAP). The report must be prepared and certified by an independent**

certified public accounting firm. (For purposes of said contract, each “fiscal year” begins on January 1 and ends on December 31 of the same year.)

Fiserv Response:

Not Applicable to the services provided by Proposer in connection with the Project.

1.38 Record Retention

The proposer shall maintain all records in relation to the proposed contract at its location for a period of at least five (5) years upon expiration or earlier termination of the contract or for a period stipulated by the governing State and Federal regulations, whichever is longer.

Fiserv Response:

Comply. Our record retention is seven (7) years.

1.39 Record Ownership

The proposer acknowledges and agrees that all records, reports, documents, or other material(s) developed or resulting from this RFP shall be the sole property of the Parish of Jefferson, and shall be returned to the Parish by proposer upon request at expiration or earlier termination of a contract.

Fiserv Response:

To protect EMPS' preexisting intellectual property rights in any work material, deliverable, output reports generated in connection with EMPS' performance of Services, EMPS request that the following language be inserted at the end of the Record Ownership clause to the Parish's standard terms and conditions that form the awarded Contract: "All of Contractor's pre-existing intellectual property, templates, methodologies and processes or intellectual property, methodologies and processes developed independently of this Contract are and shall remain the sole and exclusive property of Contractor."

1.40 Content of Contract/Order of Precedence

In the event of a conflict among documents, the order of precedence which shall govern is as follows: 1) the final contract; and, 2) the Request for Proposal (RFP) and addenda (if any); and, 3) the proposer's proposal; and, 4) Resolution No. 136353 (previously 113646) and any amendments thereto.

Fiserv Response:

Comply We agree with the statement above with the final contract; and, 2) the Request for Proposal (RFP) and addenda (if any); and, 3) the proposer's proposal; and, 4) Resolution No. 136353 (previously 113646) and any amendments.

1.41 Contract Changes

Upon negotiation of a bona-fide contract between the parties, no additional changes, amendments, or modifications may be completed without the prior ratification of the Council.

Fiserv Response:

Comply. We acknowledge the statement above on contract changes.

1.42 Substitution of Personnel

Substitution of personnel shall be approved by the Council, prior to any replacements. In addition to the foregoing, if during the term of the contract, the successful proposer cannot provide the personnel or subcontractor as stated in its submission, proposer shall submit a written request for substitution supported by resume of qualifications and written certification that said substitution shall meet or exceed the requirements stated herein. Said substitution shall be at the Parish's sole discretion.

Fiserv Response:

Agreed. Fiserv shall adhere to the substitution requirement. In assigning client liaisons (for example, Relationship Manager, Client Success Partners and Project Managers), Fiserv does our best to individually match their experience, personalities and capabilities to the respective client. In the event a change is requested or required, we will not hesitate to accommodate the Parish.

A relationship manager is assigned to the Parish in its entirety from implementation to on-going maintenance as the primary point of contact.

In effort to maintain strong, long-term relationships, we make every effort to minimize service team changes. However, as employees are promoted or change roles, service team changes may occur. Due to the strong relationship that will form between the Parish and your assigned relationship manager, you may rest assured that the transition to a tenured professional will occur in the event that your relationship manager moves on.

1.43 Force Majeure

The proposer or Parish of Jefferson shall be exempted from performance under the terms and conditions of the negotiated contract if the proposer or Parish is prevented from performing any services in whole or in part as a result of any act of God, strike, war, civil disturbance, epidemic, pandemic or court order; provided the proposer or Parish of Jefferson has prudently and promptly acted to undertake any and all corrective steps that the respective parties can perform. Subject to this provision, such nonperformance shall not be construed as considered cause or grounds for early termination of the contract.

Fiserv Response:

Comply. We acknowledge the statement above on Force Majeure.

1.44 Governing Law

All activities associated with this RFP process shall be interpreted under the laws of the State of Louisiana. All proposal submissions shall be governed in accordance with provisions of Louisiana State laws and Jefferson Parish Code of Ordinances; standard terms and conditions; Resolution No. 136353 (previously 113646).

Fiserv Response:

Comply. We acknowledge the statement above concerning governing law.

1.45 Claims or Controversies

Proposer, as evidenced by his/her signature, agrees that the ensuing contract shall be made in accordance with the laws of the State of Louisiana. The proposer hereby agrees to the exclusive jurisdiction and venue of the 24th Judicial District Court for the Parish of Jefferson, State of Louisiana.

Fiserv Response:

Comply. We acknowledge the statement above concerning claims or controversies.

2.2 Period of Agreement

The term of any contract shall be for 2 years commencing on date of execution and shall expire 2 years thereafter. The contract may include two 2-year extensions.

Fiserv Response:

Comply. We acknowledge the term of the contract will be for 2 years commencing on date of execution and shall expire 2 years thereafter. The contract may include two 2-year extensions.

2.3 Cost Proposal (Price Schedule)

Cost proposals must be submitted in separate sealed envelopes which will remain sealed until such time after the evaluation committee makes its evaluation of the proposals on all factors and criteria stated in the RFP. The cost proposals shall not be included in the evaluation criteria. Cost shall be worth twenty-five percent (25%) of the total points assigned. Evaluation of cost shall take place after technical evaluation has been completed. Pricing must be submitted on the Cost Proposal (Price Schedule) furnished in Attachment B. All proposed pricing shall be inclusive of all additional costs and expenses, including shipment. Prices submitted shall remain firm for the term of the contract, unless otherwise negotiated.

Fiserv Response:

Comply. We acknowledge the cost proposal will be submitted in separate sealed envelopes.

2.5 Location

The location(s) where service(s) is/are to be performed are at various Jefferson Parish facilities on both the east and west banks of the parish.

Fiserv Response:

Fiserv acknowledges, we will provide services to various Jefferson Parish facilities on both the east and west banks of the Parish.

2.6 Financial Profile

Proposers are requested to submit documentation from the past 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. Proposer must include information demonstrating the proposer's financial stability and ability to obtain and maintain bonding and insurance requirements in order to be eligible to be assigned a higher score. Proposals which lack the description of the proposer's financial status or the required certification of bonding and insurance requirements may be assigned a lower score.

Fiserv Response:

Comply. Fiserv is a member of the S&P 500® Index, the FORTUNE® 500 and among FORTUNE World's Most Admired Companies®. In 2021, we had \$16.2 billion in total revenue, \$2.3 billion in operating income and \$4.0 billion of net cash provided by operating activities from continuing operations. Please refer to Exhibit 1 – Fiserv Financials for our 2019, 2020 and 2021 10-K and Q1 2022 Form 10-Q.

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).**

Fiserv Response:

Fiserv has a proven methodology for implementation, refined over the years and improved with advances in technology and time-saving solutions. Our methodology has consistently focused on meeting the following objectives:

- Provide a single point of contact for all stakeholders during the implementation lifecycle
- Manage the implementation project from initial scope to the final rollout
- Ensure new clients are properly implemented, fully trained and processing with all elected entitlements

The Parish will be assigned an experienced and skilled implementation team to walk you through each step in the process, to ensure a smooth and expeditious transition. This includes an implementation coordinator, who will work closely with the Fiserv relationship management team to ensure that all requirements are properly addressed, and the communication flow is steady throughout the project.

- 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.**

Fiserv Response:

Fiserv has reviewed the scope of work and confirms we are willing and capable of providing the services thereof.

We provide training on our systems and programs to each client at no charge as part of our implementation process. Initial training is coordinated and scheduled by your implementation coordinator. A customized training program is developed and implemented as we tailor our training to meet your needs.

Your account manager is available to conduct “Train the Trainer” sessions as well as assist with any additional training of our program/software.

On an ongoing basis, we provide courses for ClientLine Online Reporting, Fraud Management, and Payment Card Program Management, which includes courses on topics such as Credit Card 101, Interchange 101, Retrieval and Chargeback basics. We also provide comprehensive Payment Card Industry Data Security Standards (PCI DSS) training. We offer various methods for merchant staff to train on our products and services, including Train-the-Trainer sessions, onsite instruction and web-based training.

- 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.**

Fiserv Response:

Our leadership position and marketplace relevance are totally dependent on constant improvement and innovative new solutions to serve our customers. Fiserv is uniquely positioned by our scale, financial viability and human capital resources to continue to grow,



innovate and invest in the future. By constantly engaging our clients and understanding their needs, we can quickly spot emerging trends and transfer best practices to all our customers, providing competitive advantage in payments.

The Parish needs payment solutions that are fast, flexible, cost-efficient, and offer your customers easy and convenient ways to pay for the Parish services. Our ability to stay current and competitive rests on our proactive and routine efforts to capture the voice of our clients.

Fiserv is dedicated to working with the Parish to identify ways to innovate payment acceptance to your constituents and maintaining high levels of security in payment processing. Fiserv is poised and ready to offer the Parish innovation:

- Fraud and Security Solutions
 - Machine Learning / Artificial Intelligent real time fraud tools to secure transactions
 - Token Solutions with P2PE (Point to Point Encryption) and E2EE (End to End Encryption) mitigating the Parish's exposure to PCI data
 - Identity Solutions
- Modern Wallet and Alternative Payment Solutions
 - Single solutions that incorporate Modern Digital Wallets
 - Acceptance of alternative or international payments

We are uniquely positioned to grow with the Parish as new payment technologies emerge and we look forward to our partnership.

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.**

Fiserv Response:

Related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc.

Comply. Our commitment to payment innovation has been widely recognized by awards from our clients, as well as the payment industry.

Our global business serves clients in more than 100 countries, and enables more than 6 million merchant locations every year. In the U.S. alone, Fiserv solutions reach nearly 100% of households.



In 2021, our Merchant business processed 78 billion transactions, including 21 billion e-commerce transactions.

Fiserv offers a unique combination of payment expertise and government program experience to help government organizations and their contractors meet the demand for lower costs and more efficient and effective government service. Our team brings vast experience and knowledge to help manage complex government payment projects, including:

- A broad range of capabilities including payment processing, technology implementation, and business consulting
- Functional and technical expertise in methodologies, tools, best practices, and lessons learned on large scale government projects
- Hands-on experience with many government programs and information systems
- Dedicated team of professional consultants with specialized skills and subject matter expertise related to government projects, including certified project managers, subject matter experts, business analysts, quality assurance analysts, and testers

Fiserv has a deep-rooted relationship with the U.S. federal government, spanning almost 20 years. We currently provide systems and processing services for all electronic tax payments made through the Electronic Federal Tax Payment System (EFTPS). This project requires some of the most stringent and comprehensive security in the world as it serves 18 million taxpayers who make 145 million payments that total \$2.8 trillion annually. We also provide the U.S. Debit Card program, which is a prepaid payment card program used by federal agencies for 73 different programs across the federal government.

Customer Service Capabilities

The relationship with our clients is the most important aspect of our business. We take the necessary steps to ensure our Client Services teams are well staffed, fully trained and readily available for customer assistance.

During business hours, the Parish's primary point of contact will be your Account Manager Julie Boyer and Account Executive, Richard Wallen. These individuals will be able to address most of the Parish's needs and gather the needed resources to achieve a timely resolution.

Our Client Services Operations (CSO) are performed in-house, and our team members are payment experts focused on the client experience, aiming for first call resolution and quick and accurate responses to inquiries.

The CSO Support Team has additional resources available to assist with the various needs of the Parish's business entities. Some of the areas that provide resources, as needed, are product development, front-end authorization network, telecommunications, network planning/engineering, activations and conversions, settlement, Interchange, compliance and

retrievals/chargebacks. In addition, we have multilingual capability in our centers. The CSO Support Team's responsibilities and availability are described below.

Help Desk – We provide toll-free number, which allows us to accurately and efficiently route calls through an automatic call distributor (ACD) to Customer Service representatives trained to professionally answer questions pertaining to your payment processing business. Our Client Services Help Desk is staffed 24/7 with knowledgeable and experienced personnel. We strive for first call resolution on every call. In the event an issue is not resolved on the first merchant contact, most research and resolution are completed within 72 hours, and the highest priority issues impacting operations are assigned resources first. Our team is focused on the customer experience by measuring your customer's voice through first call resolution and other continuously monitored and analyzed performance measures.

Technical Help Desk – Our Technical Help Desk is truly interactive, operating 24/7. Representatives have online, real-time access to the transaction database as transactions are processed. In addition, they have access to merchant and terminal profiles that contain the information necessary to provide technical assistance. If the problem is determined to be external to us, our representatives route the caller to the next level or outside contact.

Resumes of personnel assigned, total number of personnel

Fiserv employs approximately 44,000 associates worldwide; the Parish will be assigned the 3 resources listed below. The CSO Support Team has additional resources available to assist with the various needs of the Parish business entities.

Some of the areas that provide resources, as needed, are product development, front-end authorization network, telecommunications, network planning/engineering, activations and conversions, settlement, Interchange, compliance and retrievals/chargebacks.

Our experienced management team looks forward to partnering with the Parish and providing the resources necessary to help you grow your merchant relationships. Please reference page 27 of the RFP for the resumes of the personnel assigned to Jefferson Parish.

Timeline of customer inquiries and complaints

When a customer issues a complaint, the first level of contact they have is with the representative. All representatives receive training on dealing with difficult questions and have varying levels of empowerment to address the issue.

If the issue cannot be resolved at the representative level, the call is escalated to a supervisor. A supervisor is empowered to act outside of normal operating guidelines in an attempt to resolve the issue. If necessary, a supervisor can escalate to a manager or request to return the customer's call.

If a manager cannot resolve the customer's request or issue, the issue is forwarded to a Parish-specific services specialist who works to resolve any outstanding issues that cannot be

handled at the center level. A customer services specialist works with you (if needed) to develop a resolution. Rare instances require input from multiple departments or investigation; however in these cases, the customer receives a status call within 48 hours. Manager level support is on site seven days a week and a Parish specialist is available by pager 24/7. We will provide the Parish with a monthly complaint log and a quarterly summary.

There is a comprehensive Fiserv Escalation Procedures document that is solidified at the time of implementation, enabling the Parish to have multiple escalation levels.

The Chain of Command for issue resolution is as follows:

- Level 1 – Customer Service/Help Desk
- Level 2 – Account Manager
- Level 3 – CSO Management
- Level 4 – Account Executive
- Level 5 – Vice President of Relationship Management

Issues are logged, managed and escalated using Customer Relationship Management (CRM) tracking solutions. The resource at each level is empowered to engage the resources necessary for a quick and permanent resolution. Issues are assigned priorities with those impacting operations receiving the highest priority.

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

Please reference page 27 of the RFP for the resumes of the personnel assigned to Jefferson Parish.

PART V – PERFORMANCE STANDARDS

5.1 Performance Requirements

Accurate and consistent processing of debit/credit card transactions and other forms of electronic payment.

Fiserv Response:

Comply. As the #1 Merchant Acquirer, we provide acceptance and processing of debit/credit cards and other forms of electronic payments, enabling the Parish to accept electronic payment. Our solution provides authorization and settlement of major card brands including Visa Mastercard, American Express, Discover, Diners Club, JCB and STAR. Additionally, to meet the needs of all your customers, you can also accept payments via debt (signature, PIN and PINless), checks, ACH, mobile payments (including Apple Pay, Google Pay and Samsung Pay), gift cards and more.

Timely payment of transactions deposited directly into a designated Parish bank account.

Fiserv Response:

Comply. We will settle transactions directly into a designated Parish bank account.

Accurate and timely online reporting of debit/credit card transactions and other forms of electronic payment.

Fiserv Response:

The Parish will have access to one of the most robust and merchant-friendly reporting solutions in the payment processing industry. Our Web-based CLX online reporting tool contains over 80 prebuilt reports and gives you the ability to generate a variety of reports on demand. The Parish can create reports on a daily, weekly, monthly, and annual basis by card number, date and location, and in a variety of formats – Microsoft Excel, Word, PDF and comma separated values CSV.

For reconciliation, CLX provides access to centralized and comprehensive payment processing information. Reports are easy to generate and use with data available by location, selected groups or across multiple locations. Users can access information virtually anywhere for greater flexibility and effectiveness in managing your business. With CLX, you will have the ability to efficiently conduct sales audits, manage processing fees, investigate chargebacks, and reconcile your checking account.

To help you report at different hierarchies, CLX can provide reporting at a location, merchant identification (MID) prefix, chain and master chain level. The group builder module within CLX

allows user-defined group reporting; the user picks from the location he/she owns to create custom groups that may be permanent or temporary.

Access is granted at any of the mentioned levels to allow users to view only their locations, or particular departments within a corporate office to view only certain regions. This hierarchy is defined up front, so the appropriate chaining convention can be used.

Report Availability

Listed below is a small sample of the standard reports that are available:

- Transaction Summary
- Batch Summary
- Transaction Listing
- Chargeback Summary
- Retrieval Listing
- Funding Reconciliation
- Bank Deposit Adjustment Detail
- Qualification Analysis Summary

Data File Manager

If the Parish prefers to download raw data files directly to your systems, our Data File Manager product provides the user-friendly, web-accessible tools to automate this critical process. Data File Manager brings a best practice approach to this often time-consuming process, with a focus on flexible, self-service capabilities so you get just the data you need, right when you need it.

This self-service, automated toolset allows you to receive raw data files with just the records and data elements you specify, delivered daily or on demand with historical data. Record options include:

- Transaction detail
- Interchange
- Funding
- Dispute and chargeback records
- Summary records by location or for the entire file

Ad Hoc Reporting

The Parish may request custom reports by submitting a project request with required parameters. We will assign a project manager to work with your technical staff to size, scope and implement the request. The work will be charged according to a pre-determined professional services rate.

We can also provide ad hoc reporting through ClientLine, allowing you to report on virtually any data point or element captured in our database. Many of our large merchants use raw data files to download merchant processing data into their internal and/or proprietary reconciliation tools. The combination of reports and action queries within ClientLine online reporting allows for a robust reporting package, merging the need for standardized reporting with ad hoc request capabilities.

In addition, our Data File Manager application brings a best practice approach to this often time-consuming process, with a focus on flexible, self-service capabilities so you get just the data you need, right when you need it.

Timely and accurate submittal of invoices to appropriate department.

Fiserv Response:

Comply. Access to department invoices can be restricted on a department by department basis.

Responsive and knowledgeable person designated as the single-point of contract for matters related to the contract and processing of debit/credit card transactions and other forms of electronic payment.

Fiserv Response:

Fiserv is committed to providing the Parish the highest level of service on a daily basis. Your Account Executive, Richard Wallen, will be your single point of contact for matters related to the contract and processing of debit/credit card transactions and other forms of electronic payment.

5.2 Performance Measurement/Evaluation

Did the proposer implement debit/credit card processing capability in a timely manner by department?

Fiserv Response:

Comply. Our solution provides credit and debit card processing capability in a timely manner by department as well as traditional cash transactions.

Did the proposer respond to Parish correspondence in a timely manner?

Fiserv Response:

Jefferson Parish's assigned account Team will be available during normal business hours to respond to your correspondence. If your account team is not available our 24/7 customer service center is available to provide assistance. We have multilingual capability in our centers where inquiries and issues are logged, tracked and responded to using an experienced staff and a well-documented process.

Were complaints/problems resolved in a reasonable and cooperative manner?

Fiserv Response:

Comply. Fiserv has a process in place to quickly resolve and assist with customer concerns. It is our policy that a customer can speak to a supervisor at any time for any reason.

When a customer issues a complaint, the first level of contact they have is with the representative. All representatives receive training on dealing with difficult questions and have varying levels of empowerment to address the issue.

If the issue cannot be resolved at the representative level, the call is escalated to a supervisor. A supervisor is empowered to act outside of normal operating guidelines in an attempt to resolve the issue. If necessary, a supervisor can escalate to a manager or request to return the customer's call.

If a manager cannot resolve the customer's request or issue, the issue is forwarded to a Parish-specific services specialist who works to resolve any outstanding issues that cannot be handled at the center level. A customer services specialist works with you (if needed) to develop a resolution. Rare instances require input from multiple departments or investigation; however in these cases, the customer receives a status call within 48 hours. Manager level support is on site seven days a week and a Parish specialist is available by pager 24/7. We will provide the Parish with a monthly complaint log and a quarterly summary.

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Issues are logged, managed and escalated using Customer Relationship Management (CRM) tracking solutions. The resource at each level is empowered to engage the resources necessary for a quick and permanent resolution. Issues are assigned priorities with those impacting operations receiving the highest priority.

Was the proposer reasonable and responsive to Parish needs?

Fiserv Response:

Comply. Fiserv will be reasonable and responsive to the Parish's needs.

Exhibits

Exhibit 1 – Fiserv Financials for our 2019, 2020 and 2021 10-K and Q1 2022 Form 10-Q

Exhibit 2 – Fiserv 2021-2022 Certificates of Insurance

Exhibit 3 - Payment Solutions Agreement EMPS (06.20.21)

Attachment – Signed Signature Page and Affidavit

Attachment C – Signed RFP No. 0438 Addendum No. 1 Disbarment/Suspension Certification

II. About Fiserv

Quick Facts

Founded in 1984 | HQ: Brookfield, WI | Over 44,000 associates | Serving thousands of financial institutions and millions of businesses of all sizes | More than 1,000 patents issued and pending

Fiserv is a global leader in fintech and payments. We enable innovative experiences in step with the way people live and work today.

Our Aspiration

To move money and information in a way that moves the world

Earn Client trust every day.

Inspire & achieve excellence.

Create with purpose.

Our Values

Do the right thing.

Deliver on the promise of one Fiserv.

Our Purpose

To deliver superior value for our clients through leading technology, targeted innovation and excellence in everything we do

We serve financial institutions, businesses, and merchants of all sizes from more than 100 countries, enabling their customers, members, and consumers to move money when and where they need it at the point of thought. Learn more at [fiserv.com](https://www.fiserv.com)

Honored by Recognition

- **FORTUNE World's Most Admired Companies®** : 2014, 2015, 2016, 2017, 2018, 2019, 2020 and 2021
- **FORTUNE® 500**: 2016, 2017, 2018, 2019 and 2020
- **IDC FinTech Rankings Top 10**: 2014, 2015, 2016, 2017, 2018 and 2019
- **Software 500**: 2015, 2016, 2017 and 2018
- **Forbes Global 2000**
- **Forbes Digital 100**: 2019

Growing with Our Clients

Public on NASDAQ as FISV since 1986, Fiserv is an original fintech that continues to move financial services and payments forward as our clients' needs evolve.

	2019	2020	2021
Total Revenue	\$10,187M	\$14,852M	\$16,226M
Net Income	\$893M	\$958M	\$1,334M
Operating Cash Flow	\$2,795M	\$4,147M	\$4,034M
Total Assets	\$77,539M	\$74,619M	\$76,249M
Shareholder Equity	\$32,979	\$32,330	\$30,952



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