

## STAFF REPORT

---

**Date:** August 14, 2019

**To:** Mayor and City Council

**Thru:** Sabra Newby, City Manager

**Subject:** **B.3. Staff Report (For Possible Action): Approval of Award of RFP No. 2020-01 to NCR Payment Solutions, FL, LLC to provide online and over-the-counter credit card and eCheck payment processing for Accela online business for a price based on user fees, which is anticipated to be \$300,000 a year over the five year contract term for a not to exceed amount of \$1,500,000, and approval of contract. (General Fund and Building Fund)**

**From:** Rishma Khimji, Director of Information Technology

---

**Summary:** Staff recommends Approval of Contract with NCR Payment Solutions, FL, LLC to provide online and over-the-counter credit card and eCheck payment processing for Accela online business (General Fund and Building Fund). This will allow constituents applying for or renewing business licenses and permits to pay for fees using the online shopping cart on the Accela Citizen Access portal.

**Previous Council Action:**

April 13, 2016 – Council approved the contract for a different vendor for the same functionality. (The current contract with that vendor is set to expire on October 31, 2019.)

**Background:** The online shopping cart in Accela allows constituents to pay for business licenses fees. Currently the City utilizes a payment processing service with a vendor whose contract is set to expire on October 31, 2019.

**Discussion:** As the current processor contract is expiring in October 2019, the City issued a new Request for Proposals to identify vendors who would be compatible with the Accela Citizen Access portal for online payments. The RFP was issued on June 26, 2019.

Staff reviewed three responses and identified one vendor who is a best fit for the needs of the City, our Accela payment and permitting workflows. This would allow for online and over-the-counter processing of payments for Accela business licenses and permits. The processor will charge the City for all online and over-the-counter payments as the City has determined it will absorb all transactions fees.

The City wishes to move forward with this contract and work with the vendor to implement the payment processing solution as soon as possible. The solution will be in place for a term of five years

The transactions fees and rates paid for by the City for payment services are competitive and very reasonable. The fees and rates are included in the RFP response as attached.

**Financial Implications:** Total fees will vary according to the number and volume of transactions. Credit card fees are likely to increase as more customers utilize credit/debit card payment methods. The use of eChecks is also an alternative and less costly than credit/debit card transactions. It is anticipated that fees will exceed the \$50,000 threshold required for Council approval and there is sufficient amounts budgeted to cover the cost of the contract.

**Legal Implications:** Legal review completed for compliance with City procedures and Nevada Law.

**Recommendation:** Staff recommends approval of contract with NCR Payment Solutions, FL, LLC to provide online and over-the-counter credit card and eCheck payment processing for Accela online business for a price based on user fees, which is anticipated to be \$300,000 a year over the five year contract term for a not to exceed amount of \$1,500,000 (General Fund and Building Fund), approval of the contract, and authorize the Director of the Department of Information Technology, Director of Finance, and/or City Manager to execute all appropriate documents.

**Proposed Motion:** I move to approve staff recommendation.

**Attachments:**

- RFP - FINAL E-Payment Processing Provider (PDF)
- NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (PDF)
- RFP City of Reno Agreement 7.26.2019 - Ver1 (PDF)
- NCR Payment Solutions, FL, LLC Independent Contractor Agreement (PDF)



## Cover Sheet for Request for Proposal

### **RFP #2020-01 E-Payment Processing Provider (Accela)**

If you are submitting a Bid or a Response to a Request for Proposal, Please utilize our [online portal](#).

**CITY OF RENO**  
Purchasing Division  
P.O. Box 1900  
Reno, NV 89505  
(775) 326-6658  
(775) 334-2409 fax  
[woodm@reno.gov](mailto:woodm@reno.gov)

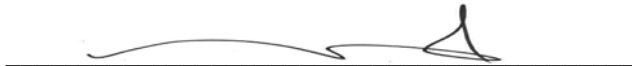


Date: 06/26/2019

Request for Proposal No.  
2020-01  
**THIS IS NOT AN ORDER**

**INVITATION AND ADVERTISED REQUEST FOR PROPOSAL**

Sealed RFPs will be received until 9:00 am via our [online portal](#) on 07/12/2019. Said RFPs shall be publicly opened and names read aloud at 9:05 am 07/12/2019.

  
\_\_\_\_\_  
Marcie Wood, Purchasing Technician

The City of Reno is currently accepting sealed RFPs for an E-Payment Processing Provider (Accela). It is the express intent of this RFP solicitation to award to the lowest responsive, responsible Proposer(s) to provide services/equipment to the City of Reno. If the Proposer proposes to provide services/equipment other than specified so as to make it conform to performance standards, a complete and detailed manufacturer's specifications must be included as part of the RFP showing each proposed modification. All deviations from the specified product must be completely described. Attach more sheets and label appropriately if needed. The City of Reno shall determine if any substitutions submitted shall be deemed equivalent to the equipment specified within "NO SUBSTITUTIONS" category

This solicitation is made in compliance with Nevada Revised Statute 332. Any appeal and or Protest shall be in conformance with 332.068 and the protest requirements stated in this RFP

Technical questions and other assistance regarding this solicitation may be directed to Marcie Wood [woodm@reno.gov](mailto:woodm@reno.gov) and Rishma Khimji [khimjir@reno.gov](mailto:khimjir@reno.gov)

Per the attached Terms, Conditions, and Requirements

Firm Name _____	In compliance with this Request for Proposal and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if Bid is accepted, to furnish any or all of the items or services listed herein at the fees and terms stated. I also acknowledge receipt of 24 pages of this Request for Proposal.
Address _____	
City _____	
State _____ Zip _____	
Telephone _____	
	Signature _____
Fax _____	Print Name _____
E-Mail _____	Print Title _____

Attachment: RFP - FINAL E-Payment Processing Provider (11291 : Approval of Payment Processor Contract)

Table of Contents

	Page
Request for Proposal Process and Rules .....	4
1. Request for Proposal Schedule .....	4
2. Questions/ Clarifications.....	5
3. Addendums .....	5
4. Exceptions.....	5
5. Request for Proposal Receipt and Opening Time.....	5
6. Preparation of RFP.....	5
7. Submission of Request for Proposal .....	6
8. Late RFP .....	6
9. Withdrawal of RFP .....	6
10. Joinder Provision .....	7
11. Specifications .....	7
12. Specification Restrictions .....	7
13. Exceptions to Specifications .....	7
14. References.....	8
15. Guarantee/Warranty.....	8
16. Tax Exemption.....	8
17. Pricing.....	8
18. Discount and Payment Terms .....	8
19. Billing .....	9
20. RFP Evaluation .....	9
21. Cancellation .....	9
22. Termination.....	9
23. Assignment .....	10
References.....	11
General Terms and Conditions .....	13
1. Notice of Rights .....	13
2. Preparation of RFPs .....	13
3. Award of Contract.....	14
4. Funding Out Clause .....	15
5. Default of Contract .....	15
6. Appeal by Unsuccessful Proposer .....	15
7. Bonds Required.....	17
8. Insurance Requirements.....	17
Exceptions.....	18
Disclosure of Principals .....	19
Attachment A .....	21
Scope and Requirements.....	21

Attachment: RFP - FINAL E-Payment Processing Provider (11291 : Approval of Payment Processor Contract)

## REQUEST FOR PROPOSAL PROCESS AND RULES

### 1. Request for Proposal Schedule

Schedule of Events	Date
RFP Released	06/26/2019
Last Day to submit Questions	07/03/2019 3:00 pm
All Addendums to be posted to reno.gov by	07/05/2019 5:00 pm
Sealed Proposals Due to City of Reno	07/12/2019 9:00 am
Proposed Award Date by City Council	07/24/2019
Implementation	TBD

The City of Reno reserves the right to modify this schedule at The City's discretion. Notification of changes in the Request for Proposal, due date, and deadline for questions will be posted on the City website at [reno.gov](http://reno.gov) and our [online portal](#) or as otherwise stated herein. Changes in any other anticipated dates will not be released unless deemed necessary at the sole discretion of the City.

#### Description of Scheduled Events

Deadline For Questions – The deadline for any questions concerning the Request for Proposal is July 3, 2019 at 3:00 pm local time (Reno). Any questions submitted after the deadline will not be responded to.

All Addendums to be posted by – All addendums to the Request for Proposal shall be posted to the City's website at [reno.gov](http://reno.gov) and our [online portal](#) no later than 5:00 pm local time (Reno) on July 5, 2019. All proposals submitted for this Request for Proposal **must** have all addendums attached and acknowledged. Any proposal that does not include the addendums will be rejected.

Proposal due to City – The due date for the Request for Proposal response is July 12, 2019 at 9:00 am local time (Reno). All proposals received after the date and time set for receipt shall be disqualified from consideration and thus deemed rejected. The City will not consider or be responsible for errant delivery.

## 2. Questions/ Clarifications

Questions regarding the Request for Proposal shall be directed to the Finance Department via e-mail at [woodm@reno.gov](mailto:woodm@reno.gov) in writing or via our [online portal](#). Questions should be submitted in accordance with the Request for Proposal Schedule. If any questions or responses require revision to this solicitation as originally published, such revisions will be by formal addendum only. If the solicitation includes a contact person for technical information, any oral or written representations made by this or any person shall not be relied upon unless subsequently ratified by a written addendum to this solicitation issued by the City. To determine whether any representations made require an amendment be issued, please contact Marcie Wood, Purchasing Technician, at (775) 326-6658.

## 3. Addendums

All addendums to this Request for Proposal shall be issued by the City of Reno in writing. Material changes affecting the material or the Proposer's cost estimate shall have no standing with the City of Reno if not sanctioned by written addendum.

## 4. Exceptions

A Proposer who believes RFP specifications are unnecessarily restrictive or limit competition may submit such, on the Exceptions page of this RFP documents. All Exceptions will be considered in the RFP evaluation.

The City of Reno will promptly respond in writing to each written objection and where appropriate, issue all revisions, substitutions, or clarifications via addenda. Objections of technical or contractual requirements shall include the reason for the objections, supported by documented factual information, and any proposed changes to the requirements.

## 5. Request for Proposal Receipt and Opening Time

It is mandatory the RFPs are **signed by a duly authorized representative of the firm**, time stamped and received via our [online portal](#) no later than 9:00 am, 07/12/2019.

**Late RFPs shall be disqualified from consideration.**

Sealed RFPs shall be opened at City of Reno Purchasing Division Offices at 9:05 am, 07/12/2019.

## 6. Preparation of RFP

**Proposer shall examine all specifications, specific instructions, and terms and conditions of the Request for Proposal. Failure to do so will be at Proposer's risk.**

Any addenda issued shall forthwith become an integral part of the RFP. Proposer shall be required to acknowledge receipt of the same by signing and returning the addenda with the original RFP document.

Proposer shall furnish the required information typed or written in ink.

The person signing the RFP must initial erasures or other changes in ink.

In the space provided, a duly authorized representative of the RFP firm shall sign the RFP document.

**Proposer shall proofread RFP carefully for errors.**

**Prices quoted shall be F.O.B. destination, within the Reno/Sparks general area and shall be inclusive of all costs and exclusive of Federal and State taxes.**

In the event of a difference between a unit price and the extended price, the unit price shall govern.

Technical specifications contained herein shall be considered “optimum”. However, a Proposer deviating from the specifications must specify in the exception section any and all exceptions. Failure to note exceptions shall be interpreted to convey that the Proposer shall propose to perform in the manner described and/or specified in this RFP solicitation. Alternate RFP proposals shall be considered provided said alternate (s) are fully described and accompanied by brochures literature specifications or a combination thereof. The City’s decision with respect to equivalents shall be final.

**7. Submission of Request for Proposal**

**Proposer shall sign and return the ENTIRE RFP DOCUMENT.**

RFPs and addenda thereto shall be submitted via our [online portal](#).

For consideration, any additions or deductions to the RFP prices offered must be shown under the exception section of the RFP. Extraneous numbers, prices, comments etc. appearing elsewhere on their RFP shall be deemed to have no effect on the prices offered in the designated locations.

**8. Late RFP**

**PROPOSERS NOTE THAT WE WILL NOT BE ACCEPTING ANY PAPER SUBMISSIONS, ALL SUBMISSIONS MUST BE SUBMITTED UTILIZING OUR [ONLINE PORTAL](#).**

**9. Withdrawal of RFP**

A RFP may be withdrawn by written or telegraphic notice, provided such a notice is received prior to the date and time set for the RFP opening.

A request for withdrawal of RFP received after the scheduled RFP opening will not be considered.

## 10. Joinder Provision

In accordance with the provisions of NRS 332.195, certain other public entities may participate in this joinder procedure for agreements unless otherwise stipulated under the exceptions section of this RFP, other local governmental agencies may join in a resultant award from this Request for Proposal with the permission of the successful Proposer and the City of Reno.

Any joinder entity shall have all the rights as stipulated for the required services in accordance with the procedures of the Accounting and Purchasing Departments of the public entities involved.

Within the scope of this Request for Proposal, The City of Reno shall be held harmless in any and all transactions between the Proposer and the other participating governmental entities.

The Proposer shall acknowledge the joinder process and shall acknowledge The City of Reno as the situs of the RFP procedure.

## 11. Specifications

Please see the Scope and Requirements Sheet.

## 12. Specification Restrictions

The herein contained technical information shall in no manner be construed as restrictive as to the manufacturer, process or point of origin. References appearing restrictive shall be deemed inadvertent or employed as a descriptive device to delineate as to the quality, or configuration.

Offers made as an alternate to those specified shall be given consideration in the RFP evaluation process PROVIDED said alternatives shall be fully described using brochures, specifications, literature, or any combination thereof, accompanying and deemed an integral portion of the Proposer's response.

The City of Reno shall solely determine the acceptability of all offerings.

## 13. Exceptions to Specifications

Utilizing space provided on the RFP Schedule. Proposers shall note any and all exceptions to the specifications and/or terms and conditions contained herein. Submittal of a specification sheet alone shall not be considered sufficient notification of exceptions.

Failure to note exceptions on the RFP Schedule shall be interpreted that the Proposer will perform in the manner described and /or specified in this Request for Proposal.

The City of Reno reserves the right to accept or reject any and all alternatives or exceptions offered, based solely on the value of said alternatives or exceptions to the City of Reno

## 14. References

In the space provided in this RFP, Proposers shall provide verifiable references for **E-Payment Processing Provider (Accela) RFP #2020-01** as specified in this Request for Proposal.

On the references listed please give the following information:

Name of entity

Name, phone number and contact person within the above listed organization

Type of product/service provided

Failure to provide references may result in rejection of the Proposer's response

## 15. Guarantee/Warranty

The successful Proposer shall agree to replace and or redo, at no cost to the City of Reno, any products or services purchased as a result of award of this Request for Proposal, if that product/service is deemed unacceptable for any reason resulting from deviations from the specifications contained herein, or as a result of improper procedures, and/or improper handling by the successful Proposer.

In the space provided on the RFP Schedule, Proposer shall provide the nature and limitations of the guarantee/warranty that shall apply to **E-Payment Processing Provider (Accela) RFP #2020-01**.

## 16. Tax Exemption

The City of Reno is a tax exempt public entity and is not generally subject to federal excise, state, or local taxes. The City is specifically limited in its payment of sales tax per NRS 372.325. No additional taxes may be added or "passed through" as a result of any agreement.

## 17. Pricing

Proposers shall provide prices for **E-Payment Processing Provider (Accela) RFP #2020-01**.

Pricing shall be inclusive of ALL COSTS such as per diem, travel time, hotel costs and all other expenses relating to the products/service purchased

Prices shall be exclusive of all Federal and State of Nevada sales, use and/or excise taxes.

## 18. Discount and Payment Terms

Prompt payment discounts and payments and payment terms shall not be considered in recommending the RFP award if less than twenty (20) days.

The City of Reno normal payment terms are "Net 30 days". If the Proposer wishes to take exception with the terms as stated, an exception must be stated in the Exception Section of the Request for Proposal.

The beginning of the discount and/or payable period will be computed from the date of satisfactory completion of services, and/or the date of receipt of a correct invoice by the City of Reno accounts payable department, whichever is later. Payment is deemed made as of the date on the City of Reno warrant.

## 19. Billing

The successful Proposer shall invoice the City of Reno and reflect the purchase order number, be itemized and show the name of the authorized individual who placed the order. Original or copy with authorized signature is required.

All original billings should be addressed to:

City of Reno  
P.O. Box 1900  
Reno, NV 89505  
Attention: Accounts Payable

A copy of the billing should also be sent to the ordering department.

## 20. RFP Evaluation

RFPs shall be evaluated with considerations being price, responses to questions posed within the RFP document related to process, references and on the basis of conformance to specifications, terms and conditions of the Request for Proposal as stated herein. Additionally, further detail relating to the selection of a vendor is in Attachment A.

## 21. Cancellation

The City of Reno reserves the right to cancel a resultant Agreement upon thirty (30) days written notice.

Cancellation may occur in the event the type, quality and/or work is unsatisfactory to The City of Reno.

In the event successful Proposer does not perform in an acceptable and/or satisfactory manner or is in default for whatever reason, the City of Reno reserves the right to cancel the resultant agreement and to assess cover charges for any difference between the original RFP price and the cost to procure said product/service from an alternate source.

In the event that successful Proposer shall default or is terminated for default, they shall not be considered a responsible Proposer for **E-Payment Processing Provider (Accela) RFP #2020-01** and shall be recommended to the Reno City Council, for debarment from doing business with the City of Reno for at least one (1) year after the termination of the term of the defaulted agreement.

## 22. Termination

If the Submitter or any subcontractor or independent contractor retained by the Submitter fails to perform its duties in a reasonable and competent manner, the City shall give

written notice to the Submitter of the deficiencies and the successful Submitter shall have thirty (30) days to correct such deficiencies. If the Submitter fails to correct the deficiencies within the thirty (30) days, the City may terminate the agreement by giving the Submitter written notice of termination and the reason for the termination.

### **23. Assignment**

No Assignment of any agreement resulting from this award of this RFP shall be allowed, including the right to receive payment, without the express written permission of the City of Reno.

**This Section Left Intentionally Blank**

**REFERENCES**

In the space provided below, Proposers shall provide the name, address, telephone number and contact person of the customers for whom they have performed for as described in this Request for Proposal.

Name, Address, Phone #, Contact Person

1.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**City of Reno Business License Number and Expiration date** \_\_\_\_\_

Reno Municipal Code, Section 4.04.020 requires that any business operating within the City of Reno is required to possess a valid City of Reno business license. Be advised that upon award of a contract/agreement to perform services for the City of Reno, a current business license must be in your possession before commencing business.

**Minority Status:** Has this firm been certified as a minority, women-owned or disadvantaged business enterprise by any governmental agency? \_\_\_Yes \_\_\_No if yes, please specify government agency: \_\_\_\_\_

Date of certification: \_\_\_\_\_

The above is for information only. The City of Reno encourages minority business participation; however, no preference shall be given.

**Notice to disabled persons:** The City of Reno will make reasonable accommodations for disabled persons who wish to submit RFPs or attend a RFP opening by contacting Marcie Wood prior to the RFP opening date.

**Debarment and/or Suspension:** As required by Executive Order 125.49, Debarment & Suspension, and implemented at 34CFR Part 85, the Proposer certifies that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from transactions with any Federal Department or Agency.

Pursuant to NRS 332.065, this RFP requires that a written certification be included certifying that the proposing company is not currently engaged in, and agrees for the duration of any



## GENERAL TERMS AND CONDITIONS

### 1. Notice of Rights

- The City of Reno reserves the right to reject any or all proposals or any part thereof.
- The City of Reno reserves the right to waive any minor informalities or irregularities.
- The City of Reno reserves the right to require such surety as may be deemed necessary for the protection of the City of Reno, or to ensure the satisfactory performance of a contractor in accordance with the specifications and RFP documents.
- The City of Reno reserves the right to withhold award for a period of ninety (90) days from the date of RFP opening.
- The City of Reno reserves the right to award in whole or in part, by item, group of items, or by section where such action would serve the City's best interest. RFPs identified on the basis of "All or Nothing" will be excluded from this provision.
- The City of Reno is a tax exempt public entity and is not subject to federal excise, state, or local taxes. No additional taxes may be added or "passed through".
- The City of Reno may require a full demonstration of any item RFP at vendor's expense.

### 2. Preparation of RFPs

- RFPs must be submitted in accordance with any document attached hereto and made an integral part hereof.
- Proposers are expected to examine these documents carefully. Failure to do so will be at the Proposer's risk.
- RFPs should be proofread carefully for any errors.
- Any irregularities or lack of clarity in any of the RFP documents attached hereto should be brought to the attention of the Purchasing Technician as soon as possible so that corrective addenda may be furnished to all Proposers.
- Alterations/erasures must be crossed out and the corrections thereof printed in ink or typewritten adjacent thereto. Corrections must be initialed in ink by each person signing the RFP.
- In the case of a difference between written words and figures, the amount stated in written words shall govern.
- In the case of a difference between a unit price and the extended price, the unit price shall govern.

All additions, deletions or exceptions are to be listed on the page marked as such. If there are none, print "NONE" and return the page with the submitted RFP. Failure to return or sign the exception page will be presumed as no exceptions are being taken and all terms, conditions, and specifications are being met. **Any pricing information being offered MUST be submitted as part of the RFP document identified as a cost sheet or specifically detailed on the "Exception Page". Pricing information offered in other areas of the RFP package WILL NOT be considered.**

**Proposers shall note that alterations in the RFP language shall be cause for RFP rejection. If exceptions are taken or alternatives offered, complete descriptions must be shown separately.**

All prices quoted shall be F.O.B. destination. No additional charges for freight, packaging, handling, etc., shall be allowed.

Proposers are instructed to complete the requested information fully, i.e., pricing, RFP schedules, specification descriptions, exceptions, disclosure of principals, etc. Failure to do so may be cause for RFP rejection. If additional space is needed, attach additional sheets referencing the appropriate section.

### **3. Award of Contract**

- A. The City of Reno will award the contract on the basis of the RFP or RFPs most advantageous, in addition to price, the City may consider the following;
  - a. The ability, capacity and skill of the Proposer to perform the contract or provide the service required;
  - b. Whether the Proposer can perform the contract or provide the service promptly, and within the time specified without delay or interference;
  - c. The character, integrity, reputation judgment, experience and efficiency of the Proposer;
  - d. The quality of performance on previous contract;
  - e. The previous compliance of laws by the Proposer;
  - f. The financial responsibility of the Proposer to perform the contract or provide the service;
  - g. The limitations of any license the Proposer may be required to possess;
  - h. The quality, availability, and adaptability of the product or service;
  - i. The ability of the Proposer to provide future maintenance and service;
  - j. The number and scope conditions attached to the RFP;
  - k. The life-cycle, maintenance and performance of the equipment or product being offered; and
  - l. Or any other basis as allowed by law.
- B. A purchase order, mailed or otherwise furnished by the Purchasing Division to the successful Proposer, is a binding contract without further action by either party.
- C. The Purchasing Division will notify all unsuccessful Proposers of the RFP results, and will return with such notice any surety held for bonding.
- D. The resultant contract may not be assigned, transferred or delegated, along with any rights, obligations or duties without prior written consent of the City of Reno.
- E. The technical specifications contained herein shall be considered "optimum" to the standard material, and is not intended to restrict RFPs, evaluation of RFPs, and recommendation for award of the material to specific manufacturer or from a specific point of origin. Alternatives and/or exceptions to the specifications shall be given consideration in the resultant RFP evaluation

- F. The City reserves the right to enter into an Agreement or a Purchase Order with a single award, split awards, non-award, or use any combination that best serves the interest and at the sole discretion of the City. The award announcement will be made upon City Council approval of staff recommendation and executed agreement.

**PROVIDED:**

1. Each alternative and/or exception shall be entered on separate sheets stating page number, item, and/or sub-item number and a detailed description of all items offered as alternatives or exceptions.
  2. However, the City of Reno shall reserve the right and privilege to accept or reject any or all RFPs offered, based solely on the judgment of City of Reno staff as to the value of the offers to the City of Reno.
- G. The resultant agreement may be extended at the discretion of the City if determined to be in the best interest of the using agency.
- H. Performance standards shall be construed that Proposer shall be responsible for exercising the degree of skill and care customarily required by accepted professional practices and procedures to perform the contract subject to the City's final approval.

**4. Funding Out Clause**

In the event the City of Reno fails to obligate requisite funds for the ensuing fiscal year(s) for payment of amounts due against an agreement resulting from this Request for Proposal, necessitating cancellation of the Agreement, the successful Proposer(s) shall agree to hold the City of Reno free from any charge or penalty.

**5. Default of Contract**

- A. In case of default by the contractor (successful Proposer), the City may procure the product(s) or service from other sources and hold the contractor responsible for any excess cost occasioned thereby.
- B. If necessity requires the use of materials or supplies not conforming to the specifications, they may be accepted and payment therefore shall be made at a proper adjustment in price.
- C. Default by the Proposer in any manner including failure or refusal to furnish any product(s) or service at the price and/or the time specified in the RFP may be considered cause to commence with proceedings against any surety held with the RFP, or assess a penalty equal to five (5) percent of the total RFP price.

**6. Appeal by Unsuccessful Proposer**

- A. Proposer may appeal a pending RFP award prior to award by the Reno City Council as established in NRS 332.068.

- B. Proposer must submit a written appeal in accordance with the requirements set forth herein to the Purchasing Technician within five business days from the date of the letter notifying of intent to award the RFP.
- C. The appellant must post a bond with the written appeal with good and solvent surety authorized to do business in the State of Nevada in an amount equal to 25% of the value of the contract with the Purchasing Division in order to have their appeal heard by the City Council. Any and all bonds are subject to the approval of the Reno City Attorney. In the event the appeal is not upheld by the City Council, a claim may be made against the bond in an amount equal to the expenses incurred and other monetary losses suffered by the City because of the unsuccessful appeal.
- D. The route of appeal is the Finance Director and City Manager, or designee, and must be followed sequentially.
- E. No RFP protests will be heard by the Reno City Council unless the Proposer has followed the appeal process route.
- F. Claims Against Protest Bonds:

The City shall not make a claim upon any bond or other security unless and until the basis of that claim is considered and approved by the City Council. The City may:

1. Claim its regular staff time and costs in processing, considering and/or defending against an award protest.
2. Claim any necessary extraordinary staff overtime incurred in processing, considering and/or defending against an award protest.
3. Claim the City Attorney's time and costs in processing, considering and/or defending against an award protest.
4. Claim any resulting fees and costs incurred to any independent contractors, consultants or contracted attorneys utilized in processing, considering and/or defending against an award protest.
5. Claim any lost expenditure savings, lost revenue and other consequential financial damages resulting from the protest's automatic stay of the award of a contract to a selected solicitation response.
6. Claim any lost gifts, lost grants or other lost government or private financial participation resulting from any delay caused by the protest's automatic stay of the award of a contract to a selected solicitation response.

G. Protest Bond Risk Inquiry—Procedure:

As soon as possible after an award protester has posted a protest bond or other security, the soliciting City department or agency shall provide a written non-binding estimate of the basis of potential claims unique to the circumstances of the contract award(s) stayed by the protest, without disclosing any RFP information that must remain confidential until an award decision is final. From this estimate, the protester shall be responsible for calculating the risk(s) of proceeding with a protest to a final decision by the City Council. A protester may withdraw a protest in writing at any time prior to a decision of the City Council, but any withdrawal more than seven (7) calendar days after the issue date of the City's estimate of the basis of potential claims shall, upon City Council's approval of the claims, be subject to claims against

the bond or other security of the withdrawing protestor prior to its return to the protestor. At a minimum the estimate of the basis of potential claims shall include:

1. If relevant, the date the current contract expires.
2. If relevant, the rate per year paid (or revenue earned) on the current expiring contract.
3. If relevant, the cost per year to complete the solicitation's anticipated work with City staff, equipment and materials.
4. The date the stayed contract award would have begun in the absence of the protest and its anticipated term.
5. The estimated rate per year to be paid (or revenue earned) on the stayed contract award.
6. The rate per hour to be paid to any relevant independent contractors, consultants or contracted attorneys as a result of the protest.
7. An estimate of any anticipated staff time and costs in processing, considering and/or defending against the protest.
8. An estimate of necessary extraordinary employee overtime salary in processing, considering and/or defending against the protest
9. The rate per hour for City Attorney services and any estimated costs in processing, considering and/or defending against the protest.
10. Disclosure of the amounts of any gifts, grants or other government or private financial participation that might be lost due to the protest.
11. Disclosure of any known seasonal, labor, equipment or materials costs that are materially time-sensitive and might result in financial damages to the City due to the protest.
12. Disclosure of any other anticipated consequential financial damages

## 7. Bonds Required

The successful Proposer may be required to furnish a **performance bond** in the amount of one hundred percent (100%) of the contract insuring faithful performance of all terms of this RFP. All bonds shall be subject to the approval of the Reno City Attorney.

## 8. Insurance Requirements

Successful Proposer(s) shall procure and maintain Comprehensive or Commercial General Liability Insurance (occurrence form) from a carrier licensed to do business in the State of Nevada with a Best rating of A.VII or above. Minimum acceptable policy limits shall be in an amount of not less than two million dollars (\$2,000,000.00), combined, single limit, occurrence based policy, in a form satisfactory to the City. A certificate of insurance evidencing said coverage shall be supplied by successful Proposer upon request, naming the City as an Additional Insured under the liability policy. The liability policy shall contain a provision that such policy shall not be cancelled until at least thirty (30) days prior written notice of cancellation has been received by the City for any reason other than non-payment of premium and for non-payment of premium at least ten (10) days prior written notice of cancellation.

Successful Proposer(s) shall, upon request, deliver to City of Reno evidence of worker's compensation as required by the State of Nevada.

**EXCEPTIONS**

Does the Proposer take exception to any of the terms or conditions of this Request for Proposal and attachment thereto, or specifications? \_\_\_\_ Yes \_\_\_\_ No If yes, please indicate the specific nature of the exception or clarification, in the space provided below. Attach additional sheet(s) if necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Firm Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone \_\_\_\_\_  
Fax \_\_\_\_\_  
E-Mail \_\_\_\_\_  
Proposers Federal Tax ID # \_\_\_\_\_  
(May be requested at a later date)

In compliance with this “Request for Proposal” and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if this bid is accepted to furnish any and all goods and services described herein at the prices, terms and delivery stated

Signature \_\_\_\_\_  
Print Name \_\_\_\_\_  
Print Title \_\_\_\_\_

If further space is required, please attach additional sheets

**DISCLOSURE OF PRINCIPALS**

Please print or type

Company Name	Telephone Number with area code
Street Address	Fax Number with area code
City, State and Zip Code	Federal Tax Identification Number

**Names of Officers or Owners of Concern, Partnership, Etc**

Name	Official Capacity
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code

Attachment: RFP - FINAL E-Payment Processing Provider (11291 : Approval of Payment Processor Contract)

I/ we hereby certify the Instructions and Terms and Conditions have been read and agree to:  
(Print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

Representative \_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

Vendor acknowledges 24 pages of this RFP. Date \_\_\_\_\_

**This Section Left Intentionally Blank**

## ATTACHMENT A

### SCOPE AND REQUIREMENTS

#### E-Payment Processing Provider (Accela) RFP #2020-01

##### Part 1 – General/Scope

The City of Reno is currently one of five regional partners in the ONE platform hosted by Accela, the Licensing and Permits application vendor. As part of the regional platform, the City participates in an online all-in-one shopping cart payment workflow within the Accela Regional Licensing and Permits portal known as the ONE portal ([www.onenv.us](http://www.onenv.us)).

The City is looking to replace the Accela-based payment processing, comprising of online and front counter payments, and back-office processing. Online payments, whether through the ONE portal (one shopping cart functionality) or the City’s Accela program, are processed through the Accela Citizen Access (ACA).

As part of the regional Accela platform, the City has committed to an integration vendor, who will build and provide the transaction, real-time Accela posting and reporting platform. The City is looking for a vendor to process the payments via point-of-sale (“POS”) and the internet through the specified integration vendor.

Therefore, the intent of this Request for Proposal (RFP) is to contract with a qualified and experienced credit/debit card and electronic check (“E-check”) payment processing vendor. This vendor must be able to work with or contract with our integration vendor and provide a consolidated payment processing system, delivered in a timely manner (as determined by the City, the integration vendor and payment processor).

The primary goal is to increase the City’s technology platform to provide a robust payment processing system to ensure resilient service that is readily expandable if required in the long term. Best practice methodology as well as a 24/7 tiered and dedicated customer service SLAs must be included in the services.

The successful Submitter will contract with the City on a 60-month term.

##### Current Accela Platform Shopping Cart architecture:

The ONE platform is hosted in the cloud by the Accela Licensing and Permits vendor, and is a regional platform for Northern Nevada that supports the five agency partners of the City of Reno, the City of Sparks, the Washoe County Health District, Douglas County, and Washoe County NV.

The ONE platform supports online transactions and allows citizens to pay electronically by credit or debit card and electronic check (“E-checks) for permits and licenses for the City of Reno, and its agency partners. Please note that this RFP is for the City of Reno only. Other

agencies or partners may contract with the same processor through the Joinder provision in accordance with provisions outlined in NRS 332.195.

Since the ONE platform went live in the fall of 2016, the City has committed over \$16 million dollars in permit and licensing transactions. At this time, the City absorbs all credit/debit card fees and other processing convenience fees.

Conditions for RFP submission review include (but not limited to):

1. **BEST VALUE EVALUATION AND CRITERIA:** Submitters may be required to make an oral presentation to the selection team to further present their qualifications. These presentations will provide the Submitter the opportunity to clarify their proposal and ensure a mutual understanding of the services to be provided and the approach to be used.

All RFPs received may be evaluated based on the best value for the City. In determining best value, the City may consider:

- Proposed fees;
- Reputation of Submitter and of Submitter's services;
- Quality of the Submitter's services;
- The extent to which the services meet the City's needs;
- Submitter's past relationship with the City;
- Any relevant criteria specifically listed in the RFP.

The evaluation process may reveal additional information for consideration. The City reserves the right to modify the evaluation structure and weighted criteria to accommodate these additional considerations to serve the best interest of the City.

2. **AGREEMENT TERM:** The terms of the awarded agreement shall include but not be limited to the following:
  - 2.1. The term "agreement" shall mean the executed contract awarded as a result of this RFP and all exhibits thereto. At a minimum, the following documents will be incorporated into the agreement:
    - 2.1.1. RFP document, attachments, and exhibits;
    - 2.1.2. RFP addendums, if applicable;
    - 2.1.3. City's Definitions, Terms, and Conditions;
    - 2.1.4. Successful Submitter's submission.
  - 2.2. The term of the maintenance agreement shall be five (5) consecutive twelve (12) month periods from the effective date. The agreement shall be renewed each year automatically for an additional 12-month period of time, up to five (5) consecutive twelve (12) month periods, unless one party terminates such agreement in writing prior to the expiration of the then-current term. No additional extended term is proposed herein.

3. **PRICE INCREASE:** A price increase to the maintenance agreement shall not be permitted during the contract term.

## Part 2 – Minimum Specifications

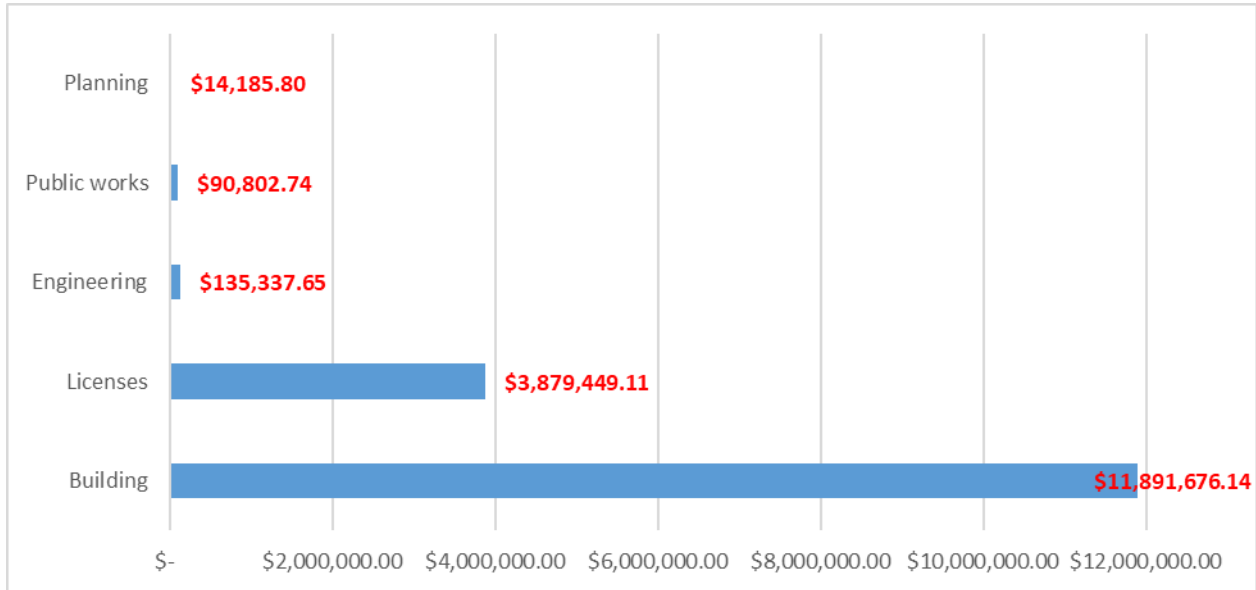
These specifications must be met, at a minimum, either through the payment processor or through the partnership with the integration vendor and payment processor.

1. Submitter will work with the City's contracted integration vendor.
2. It is preferable to work with a Submitters that has successfully worked with and provided similar e-payment processing (with or without integration) for an existing Accela customer.
3. The payment processing system is capable of taking and processing all transactions to include credit cards, e-checks, debit cards, and other payment types such as coupons and/or vouchers.
4. The system can support a combination of absorbed credit/debit card fees (paid by agency) and citizen-paid credit/debit card fees (i.e., convenience fees) both going to the same shopping cart, with the credit/debit card fee charged only to the appropriate item(s), not the total of the cart.
5. Must support a model for absorbed fees as the City will absorb customer-facing credit/debit card fees, E-check fees, and any other customer-facing payment fees.
6. The system is easy to use, has reporting tools, and customization options for reporting.
7. The system must meet PCI and Card industry standards and have encryption on the data.
  - a. The vendor must also provide proof that the physical location of any stored data, server or database of the e-payment processing transactions is in the United States to meet Criminal Justice Information System (CJIS) requirements that the City may require for public safety payments.
8. The system allows for user security and allows for multiple administrative users.
9. The City may require transaction reports from the processor in order to audit all invoices for payment from the processor.
10. All credit card, e-checks and other payment type fees and all projects costs must be included in response. This includes any price sheets, with best and final offer. Negotiations may not be entertained.

Ongoing Accela Payment Volume:

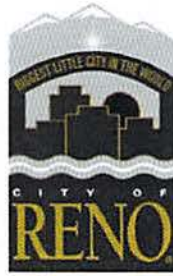
Total value: (October) 2016 to (end of calendar year) 2018: \$16,011,451.00

Breakdown of Payments by Department:



Attachment: RFP - FINAL E-Payment Processing Provider (11291 : Approval of Payment Processor Contract)

CITY OF RENO  
Purchasing Division  
P.O. Box 1900  
Reno, NV 89505  
(775) 326-6658  
(775) 334-2409 fax  
[woodm@reno.gov](mailto:woodm@reno.gov)




Date: 06/26/2019

Request for Proposal No.  
2020-01  
THIS IS NOT AN ORDER

**INVITATION AND ADVERTISED REQUEST FOR PROPOSAL**

Sealed RFPs will be received until 9:00 am via our [online portal](#) on 07/12/2019. Said RFPs shall be publicly opened and names read aloud at 9:05 am 07/12/2019.

  
\_\_\_\_\_  
Marcie Wood, Purchasing Technician

The City of Reno is currently accepting sealed RFPs for an E-Payment Processing Provider (Accela). It is the express intent of this RFP solicitation to award to the lowest responsive, responsible Proposer(s) to provide services/equipment to the City of Reno. If the Proposer proposes to provide services/equipment other than specified so as to make it conform to performance standards, a complete and detailed manufacturer's specifications must be included as part of the RFP showing each proposed modification. All deviations from the specified product must be completely described. Attach more sheets and label appropriately if needed. The City of Reno shall determine if any substitutions submitted shall be deemed equivalent to the equipment specified within "NO SUBSTITUTIONS" category

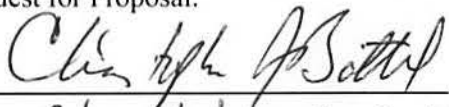
This solicitation is made in compliance with Nevada Revised Statute 332. Any appeal and or Protest shall be in conformance with 332.068 and the protest requirements stated in this RFP

Technical questions and other assistance regarding this solicitation may be directed to Marcie Wood [woodm@reno.gov](mailto:woodm@reno.gov) and Rishma Khimji [khimjir@reno.gov](mailto:khimjir@reno.gov)

Per the attached Terms, Conditions, and Requirements

Firm Name NCR Payment Solutions, FL, LLC  
Address 316 S. Baylen Street # 590  
City Pensacola  
State FL Zip 32502  
Telephone 850-958-3321  
Fax 850-444-9331  
E-Mail Chris.Battel@NCR.com

In compliance with this Request for Proposal and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if Bid is accepted, to furnish any or all of the items or services listed herein at the fees and terms stated. I also acknowledge receipt of 24 pages of this Request for Proposal.

Signature   
Print Name Christopher F Battel  
Print Title Head of Government Payment Solutions

# City of Reno RFP #2020-01 E-Payment Processing Provider

July 12<sup>th</sup>, 2019

## Table of contents

**Title Page** ..... 1

**Table of Contents** ..... 2

**Executive Summary** ..... 3

**Background & Prior Experience** ..... 5

**NCR Payment Solutions System Overview** ..... 7

**Part 2 – Minimum Specifications** ..... 16

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



## Executive Summary

---

July 12<sup>th</sup>, 2019  
Marcie Wood  
Purchasing Technician  
City of Reno – Purchasing Division  
P.O. Box 1900  
Reno, NV 89505

Re: Request For Proposal for E-Payment Processing Provider (Accela) RFP#2020-01

Dear Ms. Wood:

It is my pleasure to submit the attached proposal from NCR Payment Solutions, FL, LLC (“NCR Payment Solutions” or “NCR”) a wholly-owned subsidiary of NCR (NYSE: NCR), in response to the City of Reno’s Request for Proposal for E-Payment Processing Provider (Accela). Based upon our understanding of how the City of Reno accepts credit and debit card payments from reviewing the City’s website and from the RFP as well as understanding how other agencies accept payments with Accela software, and from our experience serving multiple states and municipalities throughout the U.S., I am confident that NCR and our Proposal is an excellent fit and overall solution that reduces cost for the City (and customers when the transaction fee is passed) while increasing technology alternatives for customers and increasing the productivity of the City of Reno’s staff.

NCR’s Proposal provides: (i) payment acceptance and processing in every payment channel (point-of-sale, on-line, mobile, IVR, AutoPay/scheduled/recurring payments, kiosk, etc.) using real-time account validation and automated posting of transactions back into the City’s systems through application integrations (increases staff productivity), (ii) a highly secure environment that limits the City’s PCI scope, (iii) at no cost, access to our embedded customer communication tools which could be used to send electronic reminders or invoices that are dynamically created to your customers via SMS text or email (increased customer satisfaction and improved collections), (iv) exceptional and responsive service to the staff and customers of the City of Reno, (v) a compelling value at a lower cost and (vi) reimbursement of up to \$10,000 for the City’s actual cost for its integration vendor to develop an interface from the ONE platform hosted by Accela to NCR’s payment processing platform.

Our payments business is headquartered in Addison, Texas and we are a leading provider of gateway portal and credit card, debit card and e-check payment processing services to state and local government entities throughout the U.S. Our clients are comprised of counties, cities, townships as well as two statewide electronic payment processing contracts (Illinois and Missouri). NCR is one of the very few card processors that is a principal and is real-time connected to the Visa, MasterCard, Discover and American Express payment networks (end-to-end connected on authorization of payments as well as on the clearing and settlement of funds). As a result, we are able to offer low all-in pricing (includes Interchange, Dues, Assessments, gateway and all other costs associated with accepting and processing electronic payments) and unmatched transaction/settlement execution for your customers’ credit card and debit card payments. Also, NCR’s government payments business is based exclusively in the United States of America, and we will not use any subcontractors to perform the services in our Proposal.

When integrating in our preferred methods, all of your customers' payment card and banking information is only on NCR's servers—this materially reduces the City of Reno's Payment Card Industry Data Security Standard scope and risk of a data breach. As a certified PCI Level 1 Service Provider (the highest level), NCR maintains policies and practices that have been tested and proven to successfully protect sensitive payment card data, banking data and Personally Identifiable Information ("PII"). Payment data and PII is always encrypted while at rest or in-transit, as well as is encrypted point-to-point when swiped or dipped at point-of-sale. We tokenize data when customers elect to establish an account and save their payment card and banking data for use in the future.

The City of Reno's customers may utilize their preferred mode of payment (point-of-sale, web/mobile, IVR, etc.) and their preferred brand of credit or debit card at any time to submit a payment. We continue to see individuals and businesses express interest in new and innovative methods to submit electronic payments and we will continue to introduce new payment technologies that address these desires. Further, I expect that our proposal includes a compelling and lower price for the City of Reno.

NCR is the City of Reno's partner in increasing staff operational efficiency in billing and collection while maintaining customers' satisfaction. We will collaborate with the City's integration vendor to accomplish the City's objective—an all-in-one shopping cart payment workflow within the Accela Regional Licensing and Permits portal known as the ONE portal. Our Solution is designed to interface in real-time with your Accela application so that there will be perfect account validation, no double entry of data and payment transactions will be automatically posted back into Accela. In addition to processing electronic payments, our platform Solution enables the City to send communications (i.e. bills/invoices, due date reminders, etc. that are dynamically created) to customers in their desired method (email or SMS text) which may improve customer satisfaction (reminder to take action that lessen fines and penalties) and improve collection of amounts due. Your departments' accounting and finance staff can experience increased efficiency with NCR's reporting and proprietary settlement process that enables daily reconciliation in minutes compared to a typical merchant account which is difficult to reconcile and takes extensive time daily.

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

Best Regards,



Christopher F. Battel,  
Head of Government & Utility Payment Solutions  
850-858-3321 direct, 850-607-3659 mobile  
Chris.Battel@ncr.com

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



## Background & Prior Experience

NCR Payment Solutions, FL, LLC (“NCR Payment Solutions” or “NCR”) is a leading provider of credit card, debit card and e-check payment processing services to state and local government entities throughout the U.S. Our clients are comprised of treasurers, tax collectors, counties, cities, townships as well as two statewide electronic payment processing contracts (Illinois and Missouri). We are a wholly-owned subsidiary of NCR Corporation (NYSE: NCR), a global leader in enterprise scale point-of-sale hardware and software solutions facilitating commerce transactions and the banking industry. On December 31, 2018 NCR had over 34,000 employees worldwide with over \$6.5 billion in annual revenues. Our payments business is headquartered in Addison, Texas and we are one of the very few card processors that is a principal and is real-time connected to the Visa, Mastercard, Discover and American Express payment networks (end-to-end connected on authorization of payments as well as on the clearing and settlement of funds). As a result, we are able to offer low all-in pricing (includes Interchange, Dues, Assessments, gateway and all other costs associated with accepting and processing electronic payments) and unmatched transaction/settlement execution for your customers’ credit card and debit card payments. One of our distinguishing factors is that we offer a customizable single portal/user interface that integrates with all third-party software systems—this enables governments to offer their customers a consistent (across all departments) and exceptional payment experience while increasing their staff’s productivity (integrations remove any double entry and a single payment processor for daily reconciliations).

NCR Payment Solutions has more than two decades of experience in building solutions using current and innovative technologies. It recognized the need for a payment system built on object-oriented software that can keep pace with rapidly changing processing requirements to provide clients with a competitive marketplace advantage. NCR combines real-time credit card processing, online payment capabilities and merchant account services into one solution and operates its own front-end authorizations system, back-end clearing and settlement system and merchant accounting system.

NCR Payment Solutions, FL, LLC (f/k/a JetPay Payment Services, FL, LLC) was founded in 1999 to exclusively serve the government sector. The NCR Payment Solutions, FL office, which services all of NCR Payment Solutions’ government and utility clients, is located in Pensacola, FL and will be the main office servicing the City of Reno. NCR Payment Solutions, FL currently has 30 employees. NCR is committed to providing an exceptional experience for your customers in submitting payments, while increasing the operational efficiency of your staff. NCR’s web-based payment processing system processes all payment types; Visa, Mastercard, Discover, Amex, all branded debit cards and e-Checks, via all collection modes including web, IVR, point-of-sale, mobile, kiosk and pre-authorized payments. In addition to its payment processing services, NCR includes unlimited use and access to its customer communication platform at no additional cost.

NCR’s relevant certifications/partnerships include direct representation for all of the card brand and PIN Debit network sponsorships through an assigned account executive with each respective company, and participates in monthly status calls, webinars, product training sessions, compliance, and release meetings. NCR is an American Express OptBlue Program Participant, and is a registered full service authorization and settlement processor with American Express in the US and Canada, a registered processor and acquirer for Discover in both the US and Canada, a registered Associate under Harris Bank and other financial institution principals in the US and Canada for MasterCard, and a registered VisaNet Processor in the US region under Harris Bank and other US member sponsorships. NCR is also a registered member of multiple payments industry associations including the Electronic Transactions Association (ETA), Merchant Acquirer’s Committee (MAC), and Wnet (Women’s Network in Electronic Transactions).

NCR's primary value proposition is providing complete payment processing solutions that are fully integrated with our government clients' systems and operational processes that result in: (i) an exceptional payment experience for customers, (ii) increased staff productivity of our clients, and (iii) a highly cost-effective solution overall. For electronic bill presentment, NCR dynamically creates the bill/invoice that is Section 508 compliant for all customers to view, including visually impaired and blind persons (typically, our competitors provide PDFs in their e-bill offering which are not accessible for blind persons and security risks to recipients). Likewise, unlike many competitors, NCR puts all of its fees into payment transactions—there are no fees or expenses other than for processing payment transactions, i.e. no integration fee, no hourly software development charges, no charges to present electronic bills/invoices, no charges to send an unlimited amount of SMS text, email or outbound IVR messages to customers. Overall, NCR believes that we provide an excellent solution from a feature/function/integration perspective (we do not see any competitor with a superior solution) at a highly competitive price.

**Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment**



## NCR Payment Solutions System Overview

NCR's Proposal provides: (i) payment acceptance and processing in every payment channel (point-of-sale, on-line, mobile, IVR, AutoPay/scheduled/recurring payments, kiosk, etc.) using real-time account validation and automated posting of transactions back into the City's systems through application integrations (increases staff productivity), (ii) a highly secure environment that limits the City's PCI scope, (iii) at no cost, access to our embedded customer communication tools which could be used to send electronic reminders or invoices that are dynamically created to your customers via SMS text or email (increased customer satisfaction and improved collections), (iv) exceptional and responsive service to the staff and customers of the City of Reno, (v) a compelling value at a lower cost and (vi) reimbursement of up to \$10,000 for the City's actual cost for its integration vendor to develop an interface from the ONE platform hosted by Accela to NCR's payment processing platform.

NCR's primary value proposition is providing complete payment processing solutions that are fully integrated with our government clients' systems and operational processes that result in: (i) an exceptional payment experience for customers, (ii) increased staff productivity of our clients, and (iii) a highly cost-effective solution overall. For electronic bill presentment, NCR dynamically creates the bill/invoice that is Section 508 compliant for all customers to view, including visually impaired and blind persons (our competitors provide PDFs in their e-bill offering which are not accessible for blind persons). Likewise, unlike many competitors, NCR puts all of its fees into payment transactions—there are no fees or expenses other than for processing payment transactions, i.e. no integration fee, no hourly software development charges, no charges to present electronic bills/invoices, no charges to send SMS text, email or outbound IVR messages to customers.

NCR's web-based payment processing platform (MAGIC) was recently developed and offers the latest features and functionality while following best practices in the payment processing industry and is ideal for accepting point-of-sale EMV transactions, as well as for online/e-Commerce payments, mobile app, IVR and virtual terminal payments for mail-in/phone-in/manually entered payments. One of our distinguishing factors is that we offer a customizable single portal/user interface that integrates with all third-party software systems—this enables governments to offer their customers a consistent (across all departments) and exceptional payment experience while increasing staff's productivity (integrations remove any double entry and a single payment processor for daily reconciliations). This singular portal/user interface and solution capability is effective in streamlining governments' credit card acceptance methods. NCR's payment pages and user interface are designed to be as simple and intuitive as possible for your staff and customers. Additionally, NCR's Magic platform has both English and Spanish user interfaces. NCR's platform is mobile optimized and uses the bootstrap framework to properly render and display regardless of device hardware platform. Magic is entirely web-based and is accessible using the current version of all of the leading web browsers (Edge, Internet Explorer, Chrome, Safari and Firefox). Magic is a .NET MVC application with SQL Server databases and Razor and JQuery on the user interface. In addition, Magic has a REST API to support integrations to third party software systems.

Every government client is served with their own dedicated database and reporting dashboard instance in NCR's MAGIC processing platform. All Personally Identifiable Information of customers is encrypted while at rest in the database and while in-transit. Further, customers who set up an account in MAGIC can tokenize multiple payment methods (credit cards, debit cards or banking information) which enables submitting payments using a token—a security best practice where payment information is re-used and does not need to be re-entered. A dedicated database for each government client enables: (i) each client to have their own data retention policy, (ii) additional security since customer tokens created in their database can only be used in their database, and (iii) highly configurable and customizable solution for their unique requirements.

NCR's Magic platform is a turnkey payment processing platform that is highly configurable to the Client's desired needs. Our fully hosted solution can be white labeled and branded to fit all of the desired needs of the City. Administrators have the ability to customize and configure the City's instance of the Magic platform--creating and managing/searching for customer payment transactions, branding, logos, payment categories, payment types/identifiers, organization units, customer payment plans, etc. NCR uses an agile approach to software development. Software is updated on an as needed basis with no impact to our clients. NCR's Magic platform is a public facing web-based product, and as such system enhancements or updates will automatically be pushed live as they occur. All clients are on the same version of the Magic platform because of this fact.

NCR's system enables the City to edit each of its payment types to fit each of its specific needs. In NCR's payment platform, payment types refer to each of the individual payables of the City e.g. water bill, property tax payments, various inspection & code payables, etc. With the ability to edit each of its payment types to fit its specific needs. NCR's system would enable the City to create payment identifiers for customer data that it wants to collect from customers prior to each payment to more easily identify payments and track data elements relating to the payment. The City would also be able to customize whether they want specific payment types to require a metadata lookup based upon account or user data provided by the City, and whether this lookup can be partial or is required to be full. For example, these metadata lookup payment types could enable the City's staff or customers to search for an account by many different identifiers such as name, address, or account number, and then have shopping cart information pre-filled based on accurate payer billing information. Using this account validation in real-time will only permit customers to submit payments on their accounts which limits exception and incorrect transactions by City staff. This is all done through an integration to your account management systems either through real-time web service calls using an API or through a file import/export process via SFTP. By integrating our payment platform with the City's account management system, we can enable account validation and post-back of transaction payment data into the City's account management system with no double entry of data by their staff.

In addition to being able to configure and customize payment types, the City would also have the ability to customize organization units to add new departments that it wants transactions or users to be assigned to, and assign/edit the distribution account in which it funds to. Each department would also be able to customize its payment categories in which the individual payment types fall under. Additionally, at the payment category level the City could customize what card types are accepted and apply different fee structures to different payment categories/payment types.

NCR's Magic platform enables customers to log in and create an account to save different payment methods and accounts with one single sign-on. This would enable the City's customers to pay many different City-wide payment types all through one single account. Likewise, we utilize a shopping cart functionality where a customer is able to add multiple items to be paid in a single transaction, so a customer who owns multiple properties can pay utilities on all of their properties in one single transaction, with one transaction fee. The shopping cart calculates a total and expected transaction fee, when such is passed to the customer. We also support customers utilizing multiple methods of payment in a single transaction, i.e. two or more different credit/debit cards in a given payment transaction. NCR's payment screens also have a review payment page which asks the customer to agree to the terms of service and clearly states to the customer that there is a transaction fee if one has been passed on to the customer. On this review payment page the transaction amount and transaction fee, if passed on, are listed separately. NCR's receipt page after completing the transaction enables the customer to print their receipt, email their receipt, or send a confirmation message via sms text. Payment data and PII is always encrypted while at rest or in-transit, as well as is encrypted end-to-end when dipped or swiped at point-of-sale. We tokenize data when customers elect to establish an account and save their payment card and banking data for use in the future. Below are screenshots of the user dashboard that shows customers their payment history, saved payment methods, etc. and the user payment experience:

Illinois: Healthcare Family Services



**One-Time Payment**

Make a one-time payment without creating an account. Click the button below and you will be redirected to the page where you can make a payment.

[Make a one-time payment](#)

**Login**

[Login](#)

[I forgot my password.](#)

or

[Create an Account](#)



[Login](#)

⚠ This site is currently in test mode.

Register - Illinois: Healthcare Family Services

Name

Username

Password

Confirm Password

Email

Confirm Email Address

Mobile Phone Number

Address

Address Continued

City

State

Zip Code

[Create New User](#)

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment





**Dashboard Payment** John Smith ▾

⚠ This site is currently in test mode.

### My Magic - Illinois: Healthcare Family Services

**Personal Information**

Name: John Smith  
 Joined On: 1 month ago  
 Time Zone: Central Standard Time

[Edit Profile](#) [Change Password](#) [View Payment Plans](#) [AutoPay Payments](#)

### Previous Payments

PRC	Total Remitted	Effective Date	Payment Method	Description
20000087	\$82,565.00	7/24/2017	eCheck	Checking ***** 1111

### Saved Payment Method Profiles

Payment Method	Description	Active	<a href="#">+ Create Payment Method Profile</a>
eCheck	Checking ***** 1111	Active	<a href="#">Delete</a>

### My Payment Accounts

Payment Account Actions [+ Add Payment Account](#)

### Hospital Assessment

Account Number	Amount Due	
[Redacted]	\$82,565	\$82,565.00 <a href="#">Delete</a> <a href="#">Pay Now →</a>

### Saved Addresses

Name	Street	City	State	Zip code	<a href="#">+ Add Address</a>
John	111 Test dr	test	Illinois	12345	<a href="#">Remove</a>

### Make A Payment - Cart Information - Illinois: Healthcare Family Services

Cart Information

Payment Information

**Add Payment Items**

Payment Category:

Payment Type:

**Please enter the following information to identify the payment:**

Account Number\*:  [Search](#)

**Payment Details**

Name:

Address:

**Payment**

Payment Amount: \$  .

Amount Due:

[Add Item](#) [Add Item and Checkout](#)

Next Step: Payment Information

**Shopping Cart**

Subtotal: \$0.00

Cancel Transaction

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



Make A Payment - Payment Information - Illinois: Healthcare Family Services

Cart Information
Payment Information

Billing Contact Information

**JOHN**  
111 Test Dr  
Test, IL 12345  
8506073811

Use this address

**New Billing Address**

Name

Address

Street Address Continued

City

State

Zip Code

Email

Set as primary billing address

Shopping Cart

All Kids and Family Care Web	\$45.00
Subtotal	\$45.00

**Payment Details**  
All Kids and Family Care Web  
K001215888 - \$45.00

Cancel Transaction

Back to Cart Information
Next Step: Add Payment Method

Cart Information
Payment Information

Payment Information

**Please select your Payment Method**

Payment Profile ▼

Please select a Payment Profile

Checking \*\*\*\*\* 1111

Credit Card

Card Number

Name on Card

Expiration Month

Expiration Year

Security Code

Card Zip Code

Amount Due

Payment

Amount of this payment if different than Amount Due, not including the convenience fee.

eCheck

Save this payment information for future transactions.

Shopping Cart

All Kids and Family Care Web	\$45.00
Subtotal	\$45.00
Projected Card Fee	\$0.00
Projected eCheck Fee	\$0.00

**Payment Details**  
All Kids and Family Care Web  
K001215888 - \$45.00

Cancel Transaction

Back to Payment Information
Next Step: Review Payment

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



✎ Make A Payment - Review Payment - Illinois: Healthcare Family Services

🛒 Cart Information
📄 Payment Information

**Review Payment**

Item	Amount
All Kids and Family Care Web	\$45.00
<b>Total Amount Due:</b>	<b>\$45.00</b>
Checking ***** 1111	(\$45.00)
<b>Total Payment Methods:</b>	<b>(\$45.00)</b>

**Billing Contact Information**

John  
111 Test dr  
test, IL 12345  
[\(850\) 607-3811](tel:(850)607-3811)  
[test@jetpay.com](mailto:test@jetpay.com)

I agree to the [Payment Terms of Service](#) and authorize this payment.

✔ Make Payment

**Shopping Cart**

All Kids and Family Care Web	\$45.00
<b>Subtotal</b>	<b>\$45.00</b>

**Payment Details**

All Kids and Family Care Web  
K001215888 - \$45.00

✕ Cancel Transaction


In addition to its payment processing services, NCR’s system offers customer communication tools, and check processing at the point-of-sale to further optimize the execution and efficiency of your billings and collections. All of these items are built into our core product, and as such there is no additional charge outside of our standard payment transaction fees for these additional service offerings.

NCR’s e-Communication platform enables the City to send customizable messages via email or text (SMS) to all of their customers, a subset of their customer base, or an individual customer. Messages can be anything from reminders to pay their bill to electronic bills and any other topic that affects your customers. All communication and additional information provided to the customer can be managed and sent in NCR’s e-Communication platform by the City. Below is an example demonstrating how SMS text messages are received by the customer on their mobile device/phone:

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



Hello, Jeff Stokes. You are delinquent on your bill from American Water as of 08/15/2017. To avoid having your water shut off follow the link to view and pay your bill.

AmericanDemo  
bit.ly 

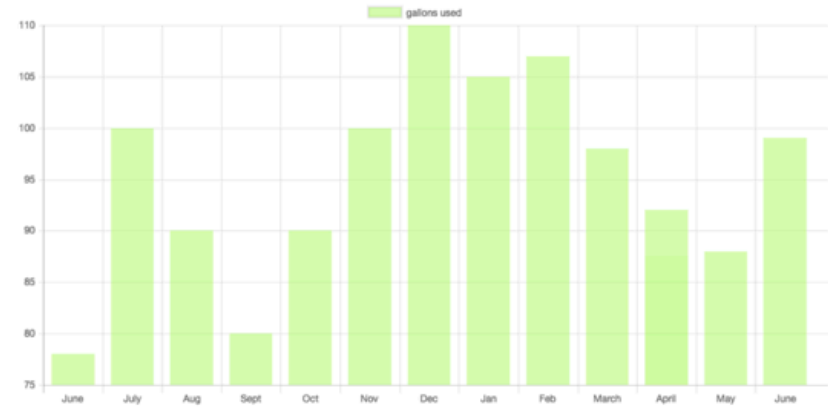


American Water  
123 Water St  
Your City, NJ 12345

# AMERICAN WATER

Bill Date: 8/1/2017  
Account Number: 000004  
Amount Due: \$74.23  
[Pay Now](#)

<b>Service Address</b>	<b>Make Checks Payable To:</b>
Jeff Stokes 123 This Avenue Suite A Gulf Breeze, FL 32561	American Water 123 Water Rd Your City, NJ 12345



Activity	Charge	Total
Previous Balance	\$0.00	\$0.00
Account Activity 06/01/2017-07/01/2017	\$74.23	\$74.23
<b>Current Balance</b>		<b>\$74.23</b>

**Messages**  
Any account balance 30 days past the bill date is subject to termination and any associated fees.

Account Number	Due Date	Amount Due
0215478	8/15/2017	\$74.23

If you believe your bill is incorrect, there are a few steps you can take. First, you can discuss your concerns by calling the Customer Service Call Center at 1-800 (123) 456-7890, Monday – Friday, from 7 AM – 6 PM. The Customer Service Representative will indicate how much you should pay while your dispute is being handled and will tell you approximately when you will be contacted with the results of the investigation. Or, you can fax or mail a letter to:

American Water  
Dispute Resolutions  
123 Water St  
Your City, NJ 12345  
Fax: (123) 456-7890

When you contact us, please be sure to provide the following information:  
• Your name (printed)

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



Messages 8:41 PM CollectorSolutions, Inc. 23%

### Make A Payment - Payment Information - American Water

Cart Information  
Payment Information

Please select your Payment Method

Credit Card

VISA MASTERCARD DISCOVER AMERICAN EXPRESS

Card Number  
4111111111111111

Name on Card  
Jeff Stokes

Expiration Month  
01

Expiration Year

Messages 8:41 PM CollectorSolutions, Inc. 23%

Expiration Year  
2018

Security Code  
123

Card Zip Code  
12345

Amount Due  
\$ 74.23

Payment  
\$ 74 . 23

eCheck

Next Step: Review Payment

Messages 8:42 PM CollectorSolutions, Inc. 23%

eCheck

Next Step: Review Payment

Shopping Cart

Water and Sewer	\$74.23
Subtotal	\$74.23
Projected Fee	\$1.00
Projected Fee	\$0.50

Payment Details  
Water and Sewer  
000004 - 0215478 - \$74.23

Cancel Transaction

Messages 8:42 PM CollectorSolutions, Inc. 23%

### Make A Payment - American Water

Cart Information  
Payment Information

Review Payment

Payment Method	Amount
Water and Sewer	\$74.23
Transaction Fee: Visa 411111 ***** 1111 expires 01/2018	\$1.00
Total Amount Due:	\$75.23
Visa 411111 ***** 1111 expires 01/2018	(\$75.23)
Total Payment Methods:	(\$75.23)

A fee in the amount of \$1.00 has been added as a convenience fee for the following transaction.

Messages 8:42 PM CollectorSolutions, Inc. 23%

A fee in the amount of \$1.00 has been added as a convenience fee for the following transaction.

Billing Address

Jeff Stokes  
123 This Avenue  
Suite A  
Gulf Breeze, FL 32561  
(251) 656-3133

I agree to the Payment Terms of Service and authorize this payment.

Back to Payment Method  
Make Payment

Sprint 8:42 PM CollectorSolutions, Inc. 22%

I agree to the Payment Terms of Service and authorize this payment.

Back to Payment Method  
Make Payment

Shopping Cart

Water and Sewer	\$74.23
Subtotal	\$74.23
Projected Fee	\$1.00

Payment Details  
Water and Sewer  
000004 - 0215478 - \$74.23


Cancel Transaction

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



Make A Payment - American Water

**Thank You for Your Payment**  
Please save this confirmation number for your personal records.



**Customer Name**  
Jeff Stokes

**Effective Date**  
8/12/2017 8:42 PM Central Standard Time

**Payment Confirmation Number**  
20000006

Item	Amount
Water and Sewer	\$74.23
<b>Subtotal:</b>	<b>\$74.23</b>

**Effective Date**  
8/12/2017 8:42 PM Central Standard Time

**Payment Confirmation Number**  
20000006

Item	Amount
Water and Sewer	\$74.23
<b>Subtotal:</b>	<b>\$74.23</b>
<b>Total Amount Due:</b>	<b>\$75.23</b>
Transaction Fee: Visa 411111 ***** 1111 expires 01/2018	(\$1.00)
Visa 411111 ***** 1111 expires 01/2018	(\$75.23)
<b>Total Amount Paid:</b>	<b>(\$75.23)</b>
<b>Remaining Amount Due:</b>	<b>\$0.00</b>

**Payment Details**  
Water and Sewer  
000004 - 0215478 - \$74.23

<b>Total Amount Due:</b>	<b>\$75.23</b>
Transaction Fee: Visa 411111 ***** 1111 expires 01/2018	(\$1.00)
Visa 411111 ***** 1111 expires 01/2018	(\$75.23)
<b>Total Amount Paid:</b>	<b>(\$75.23)</b>
<b>Remaining Amount Due:</b>	<b>\$0.00</b>

**Payment Details**  
Water and Sewer  
000004 - 0215478 - \$74.23

Email To

SMS To

Print Receipt

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



## Part 2 – Minimum Specifications

These specifications must be met, at a minimum, either through the payment processor or through the partnership with the integration vendor and payment processor.

1. Submitter will work with the City's contracted integration vendor.

NCR Payment Solutions, FL, LLC will work with the City's contracted integration vendor. NCR has experience with many different integration partners, and will collaborate with the City's contracted integration vendor on developing the interface using NCR's API. NCR supports a REST API (<https://stage.collectorsolutions.com/magic-api/>) which provides documentation, definitions, code samples, and an efficient interface to more easily and efficiently integrate to the Magic platform. NCR uses the Swagger.io framework (<https://stage.collectorsolutions.com/magic-api/swagger/ui/index>) which aides developers to easily get started with the Magic REST API. To support third party software systems that are developing the interface to NCR, NCR commits to provide the appropriate API functionality, clear documentation on how to use the API, and responsive technical support including a dedicated technical resource.

2. It is preferable to work with a Submitters that has successfully worked with and provided similar e-payment processing (with or without integration) for an existing Accela customer.

NCR Payment Solutions, FL has a real-time integration with the Accela CIS and Accela Citizen Access portal in production that provides real-time validation of customer account information and automated posting of transactions back into Accela. The customer experience under our integration includes the customer starting on Accela and then is re-directed with the shopping cart items to NCR's secure payment webpages to accept card or eCheck payment information, and then is re-directed back to Accela after processing the payment in real-time.

3. The payment processing system is capable of taking and processing all transactions to include credit cards, e-checks, debit cards, and other payment types such as coupons and/or vouchers.

NCR's web-based payment processing platform (MAGIC) was recently developed and offers the latest features and functionality while following best practices in the payment processing industry and is ideal for accepting point-of-sale EMV transactions, online/e-Commerce payments, mobile app, IVR and virtual terminal payments for mail-in/phone-in/manually entered payments. Magic processes all payment methods including Visa, Mastercard, Discover, Amex, all branded debit cards and e-Checks, via all collection modes including web, IVR, point-of-sale, mobile, kiosk and pre-authorized payments.

4. The system can support a combination of absorbed credit/debit card fees (paid by agency) and citizen-paid credit/debit card fees (i.e., convenience fees) both going to the same shopping cart, with the credit/debit card fee charged only to the appropriate item(s), not the total of the cart.

If the shopping cart is created through the City's integration partner's system/user interface, then NCR is able to process a combination of absorbed credit/debit card fees (paid by agency) and citizen-paid credit/debit card fees (i.e. convenience fees) in the same shopping cart, with credit/debit card fees charged only to the appropriate item(s), not the total of the cart. In this case, with the shopping cart being managed through the City's integration vendor user interface, the customer is shown the shopping cart as one transaction, with the City's integration partner passing us the transaction as multiple separate transactions based upon the different Merchant IDs (MIDs), and whether it is a passed/convenience fee item or absorbed/paid by agency item. This separation into multiple transactions would be to comply with payment network rules when dealing with multiple unique MIDs/TIDs and multiple/varying fee structures.

5. Must support a model for absorbed fees as the City will absorb customer-facing credit/debit card fees, E-check fees, and any other customer-facing payment fees.

NCR's system provides for both methods of handling transaction fees: absorbed (charged fees to City) and managed (charged fees to cardholder). If the transaction fee is passed and charged directly to the customer, this is a completely managed service fee program that fully complies with each payment networks organization rules and applicable law. Should the City pass the transaction fees charged to the cardholder, there are no other transaction fees that are passed to the City. The gross sale amount is deposited to the City, and the transaction fee is deposited directly to NCR and never touches the City's bank account(s).

6. The system is easy to use, has reporting tools, and customization options for reporting.

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

Every government client is served with their own dedicated database and reporting dashboard instance in NCR's MAGIC processing platform. All Personally Identifiable Information of customers is encrypted while at rest in the database and while in-transit. Further, customers who set up an account in MAGIC can tokenize multiple payment methods (credit cards, debit cards or banking information) which enables submitting payments using a token—a security best practice where payment information is re-used and does not need to be re-entered. A dedicated database for each government client enables: (i) each client to have their own data retention policy, (ii) additional security since customer tokens created in their database can only be used in their database, and (iii) highly configurable and customizable solution for their unique requirements.

NCR's reporting suite is accessed through our web-based administration console or Dashboard upon entering our Magic payment processing platform. Real-time reporting capabilities are deeply integrated into the NCR payment solution. Reports can be generated at any time by the City, and the City can be assured that the reports generated in NCR's system will be accurate. NCR's reporting suite has a multitude of reports available via the client specific dashboard. The reports provide clients with a single view of all transactions regardless of the Collection Mode or Payment Method. Web, IVR, and/or POS transactions, for example, are all easily viewable and reconcilable within a single report. NCR's system has a multitude of reports to filter views based on multiple characteristics of the transactions including Payment Type, Organizational Unit, an/or Collection Mode. Reports can be presented in several different logical views with each report containing logically organized sections. For example, a 'by payment type' report will be broken into sections representing each payment type (i.e. property tax, utility, etc), with each section identified and all information subtotaled. The organized sections include:

- Total System
- By Collection Mode
- By Organizational Unit
- By Payment Type
- By User

All reports in NCR's reporting suite are available in real-time ensuring a timely and accurate dissemination of information. Reports can be generated at any time by the client, and the client can be assured that the reports generated in our system will be accurate. All reports are available in the following formats: .xls; .csv; .html; and .pdf. Transaction data is stored in

NCR's system in compliance with each client's document retention policy. Data is never deleted before this time frame, and as such, unless otherwise directed, transaction data will be available for as long as the merchant remains a client of NCR. When selecting reports City has the ability to specify a date range from a drop-down selection. NCR has also provided raw data files of payment history to clients upon request for the client to generate their own custom reports, and NCR can implement customized ad hoc reports if they do not currently exist in our reporting suite upon request after meeting with the City to establish a mutually agreed upon timeline for the generation of said reports.

NCR Reporting Suite

NCR's All Transactions report shows every transaction over the specified date range and shows the date and time the transaction occurs. This report shows the unique transaction ID or PRC number assigned to each transaction in NCR's system, customer name, card type, collection mode, amount of transaction, fee amount, total remitted, and date funded. This report also provides the ability to drill down and see all of the details on a specific transaction. This report can be seen below:

**All Transactions Report**  
2/16/2018 2:19:01 AM  
By Organization Unit  
2/15/2018 12:00:00 AM - 2/15/2018 11:59:00 PM | All Organization Units | All Collection Modes

1. TRANSACTIONS - Gross											
Agency 2 - Casselberry											
	Date Effective	Date Entered	Time	PRC	Name	Card Type	Collection Mode	Amount	Fee Amount	Total Remitted	Date Funded
1	2/15/2018	2/15/2018	08:34 AM	<a href="#">20025487</a>		BANK	POS (scanned)	\$82.20	\$1.50	\$83.70	2/15/2018
2	2/15/2018	2/15/2018	08:38 AM	<a href="#">20025492</a>		BANK	POS (scanned)	\$292.35	\$1.50	\$293.85	2/15/2018
3	2/15/2018	2/15/2018	08:39 AM	<a href="#">20025494</a>		VISA	POS (scanned)	\$36.10	\$1.00	\$37.10	2/15/2018
4	2/15/2018	2/15/2018	08:41 AM	<a href="#">20025496</a>		BANK	POS (scanned)	\$106.75	\$1.50	\$108.25	2/15/2018
5	2/15/2018	2/15/2018	08:41 AM	<a href="#">20025497</a>		BANK	POS (scanned)	\$10.00	\$1.50	\$11.50	2/15/2018
6	2/15/2018	2/15/2018	08:41 AM	<a href="#">20025498</a>		MasterCard	POS (scanned)	\$54.25	\$1.17	\$55.42	2/15/2018
7	2/15/2018	2/15/2018	08:41 AM	<a href="#">20025499</a>		VISA	POS (scanned)	\$69.25	\$1.49	\$70.74	2/15/2018
8	2/15/2018	2/15/2018	08:44 AM	<a href="#">20025509</a>		VISA	POS (scanned)	\$32.25	\$1.00	\$33.25	2/15/2018
9	2/15/2018	2/15/2018	08:47 AM	<a href="#">20025515</a>		BANK	POS (scanned)	\$95.35	\$1.50	\$96.85	2/15/2018
10	2/15/2018	2/15/2018	08:51 AM	<a href="#">20025519</a>		BANK	POS (scanned)	\$171.35	\$1.50	\$172.85	2/15/2018
11	2/15/2018	2/15/2018	08:54 AM	<a href="#">20025522</a>		MasterCard	POS (scanned)	\$174.85	\$3.76	\$178.61	2/15/2018
12	2/15/2018	2/15/2018	08:56 AM	<a href="#">20025524</a>		VISA	POS (scanned)	\$31.25	\$1.00	\$32.25	2/15/2018
13	2/15/2018	2/15/2018	08:59 AM	<a href="#">20025530</a>		VISA	POS (scanned)	\$10.00	\$1.00	\$11.00	2/15/2018
14	2/15/2018	2/15/2018	09:02 AM	<a href="#">20025535</a>		BANK	POS (scanned)	\$100.50	\$1.50	\$102.00	2/15/2018
15	2/15/2018	2/15/2018	09:03 AM	<a href="#">20025536</a>		VISA	POS (scanned)	\$59.04	\$1.27	\$60.31	2/15/2018
16	2/15/2018	2/15/2018	09:06 AM	<a href="#">20025539</a>		VISA	POS (scanned)	\$55.10	\$1.18	\$56.28	2/15/2018
17	2/15/2018	2/15/2018	09:09 AM	<a href="#">20025543</a>		VISA	POS (scanned)	\$31.25	\$1.00	\$32.25	2/15/2018
18	2/15/2018	2/15/2018	09:09 AM	<a href="#">20025544</a>		MasterCard	POS (scanned)	\$31.25	\$1.00	\$32.25	2/15/2018

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment




**Transaction Detail**

2/16/2018 2:38:46 AM

PRC: 20025498

Payment Information						
Date Entered	Date Effective	PRC	Collection Mode	Amount	Fee Amount	Total Remitted
2/15/2018 8:41 AM	02/15/2018	20025498	POS (scanned)	\$54.25	\$1.17	\$55.42

Line Items	
Payment Type	Amount
<input checked="" type="checkbox"/> Vehicle / Vessel / Driver License	54.2500

Card Payments								
Card Number	Expiration Date	CT	Name on Card	Total Remitted	Remit Status	Notes		
531260-xxxx-1689	10/2020			\$55.42	Remitted			
Payer Name		Address		City	State	Zip	Phone	Email

Transaction Details	
Key	Value
PAX Authorization Code	154614
PAX Approved Amount	55.42
PAX ECR Reference Number	20025498
PAX Host Reference Number	201802150842150001
PAX Timestamp	20180215084111
PAX Transaction Amount	54.25
JetPay Token	JJMJIMCBKCKJIKNKHJHOILII
JetPay Transaction ID	PJWJSmYbQcPIQnQhTJRoSISi
PAXTerminalId	100857460735

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



Similarly, NCR has an All Transactions – Detail Report which displays Date Effective, Date Entered, Time, PRC, Payment Type, Customer Name, Payment IDs, Card Type, Collection Mode, Line Amount, Amount, Fee Amount, Total Remitted, and Date Funded. This report is shown below:

All Approved Transactions Details											
3/14/2019 7:45:42 PM											
3/14/2019 12:00:00 AM - 3/14/2019 11:59:00 PM   All Organization Units   Web											
TRANSACTIONS - Gross											
Dt Effective	Dt Entered	Time	Confirmation Number	Name	CT	CM	Amount	Fee Amount	Total Remitted	Date Funded	
Payment Type				Payment Ids		Line Amount					
1	3/14/2019	3/14/2019	11:00 AM	20010557		Web	\$219.04	\$0.75	\$219.79	N/A	
				Health Services - Environmental Health Services		IN0018748, 4009	\$175.23				
				Health Services - Environmental Health Services		IN0018748, 9994	\$43.81				
2	3/14/2019	3/14/2019	01:06 PM	20010564		Web	\$38.00	\$1.00	\$39.00	N/A	
				Birth Certificates		08/02/2018	\$14.00				
				Birth Certificates		12/03/2015	\$14.00				
				Postage & Handling for Birth Records		08/02/2018	\$3.00				
				Postage & Handling for Birth Records		12/03/2015	\$3.00				
				1 Additional Birth Certificate		08/02/2018	\$2.00				
				1 Additional Birth Certificate		12/03/2015	\$2.00				
3	3/14/2019	3/14/2019	02:31 PM	20010569		Web	\$212.00	\$4.77	\$216.77	N/A	
				Health Services - Environmental Health Services		IN0019270, 4033	\$212.00				
4	3/14/2019	3/14/2019	03:45 PM	20010577		Web	\$19.00	\$1.00	\$20.00	N/A	
				Birth Certificates		04/26/2001	\$14.00				
				Postage & Handling for Birth Records		04/26/2001	\$3.00				
				1 Additional Birth Certificate		04/26/2001	\$2.00				
5	3/14/2019	3/14/2019	04:05 PM	20010579		Web	\$220.00	\$4.95	\$224.95	N/A	
				Health Services - Environmental Health Services		IN0019274, 4015	\$220.00				
6	3/14/2019	3/14/2019	05:01 PM	20010582		Web	\$19.00	\$1.00	\$20.00	N/A	
				Birth Certificates		02/28/19	\$14.00				
				Postage & Handling for Birth Records		02/28/19	\$3.00				
				1 Additional Birth Certificate		02/28/19	\$2.00				
<b>Totals :</b>							<b>\$727.04</b>	<b>\$13.47</b>	<b>\$740.51</b>		
<b>TRANSACTIONS - Gross Totals :</b>							<b>\$727.04</b>	<b>\$13.47</b>	<b>\$740.51</b>		

	Amount	Fee Amount	Total Remitted
TRANSACTIONS - Gross :	\$727.04	\$13.47	\$740.51
With All Transactions - Net :	\$727.04	\$13.47	\$740.51

Page 1 of 1 Total Records: 6

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



NCR's Payment Type Summary Report displays categorized summary totals of all transactions per each payment type with total transaction count, total \$ amount, count of credits, \$ volume of credits, and totals. This report can be grouped by collection mode, by collection mode and card type, or by organization unit/department.

1 of 1 Find | Next

### Payment Type Summary

2/6/2017 10:08:58 AM  
By Collection Mode  
1/1/2017 12:00:00 AM - 1/31/2017 11:59:00 PM | All Organization Units | All Collection Modes

1. Web						
Payment Type	Payments		Credits		Totals	
	Count	Amount	Count	Amount	Count	Amount
Real Estate Tax	801	\$1,495,551.27	0	\$0.00	801	\$1,495,551.27
Facility Rental	108	\$22,730.00	1	\$300.00	109	\$22,430.00
<b>Totals:</b>	<b>909</b>	<b>\$1,518,281.27</b>	<b>1</b>	<b>\$300.00</b>	<b>910</b>	<b>\$1,517,981.27</b>
<b>Web Totals:</b>	<b>909</b>	<b>\$1,518,281.27</b>	<b>1</b>	<b>\$300.00</b>	<b>910</b>	<b>\$1,517,981.27</b>

POS (scanned)						
Payment Type	Payments		Credits		Totals	
	Count	Amount	Count	Amount	Count	Amount
Real Estate Tax	9	\$6,454.67	0	\$0.00	9	\$6,454.67
<b>Totals:</b>	<b>9</b>	<b>\$6,454.67</b>	<b>0</b>	<b>\$0.00</b>	<b>9</b>	<b>\$6,454.67</b>
<b>POS (scanned) Totals:</b>	<b>9</b>	<b>\$6,454.67</b>	<b>0</b>	<b>\$0.00</b>	<b>9</b>	<b>\$6,454.67</b>

IVR						
Payment Type	Payments		Credits		Totals	
	Count	Amount	Count	Amount	Count	Amount
Real Estate Tax	40	\$44,081.87	0	\$0.00	40	\$44,081.87
<b>Totals:</b>	<b>40</b>	<b>\$44,081.87</b>	<b>0</b>	<b>\$0.00</b>	<b>40</b>	<b>\$44,081.87</b>
<b>IVR Totals:</b>	<b>40</b>	<b>\$44,081.87</b>	<b>0</b>	<b>\$0.00</b>	<b>40</b>	<b>\$44,081.87</b>

POS (manual)						
Payment Type	Payments		Credits		Totals	
	Count	Amount	Count	Amount	Count	Amount
Real Estate Tax	2	\$1,627.13	0	\$0.00	2	\$1,627.13
Facility Rental	3	\$720.00	0	\$0.00	3	\$720.00
<b>Totals:</b>	<b>5</b>	<b>\$2,347.13</b>	<b>0</b>	<b>\$0.00</b>	<b>5</b>	<b>\$2,347.13</b>
<b>POS (manual) Totals:</b>	<b>5</b>	<b>\$2,347.13</b>	<b>0</b>	<b>\$0.00</b>	<b>5</b>	<b>\$2,347.13</b>
<b>Pittsburgh Totals:</b>	<b>963</b>	<b>\$1,571,164.94</b>	<b>1</b>	<b>\$300.00</b>	<b>964</b>	<b>\$1,570,864.94</b>

1 of 1

### Payment Type Summary

3/12/2017 7:10:35 PM  
3/1/2017 12:00:00 AM - 3/1/2017 11:59:00 PM | All Organization Units | All Collection Modes

1. [Redacted]						
Payment Type	Payments		Credits		Totals	
	Count	Amount	Count	Amount	Count	Amount
Real Estate Tax	37	\$37,787.11	0	\$0.00	37	\$37,787.11
Facility Rental	8	\$1,665.00	0	\$0.00	8	\$1,665.00
<b>Totals:</b>	<b>45</b>	<b>\$39,452.11</b>	<b>0</b>	<b>\$0.00</b>	<b>45</b>	<b>\$39,452.11</b>
<b>[Redacted] Totals:</b>	<b>45</b>	<b>\$39,452.11</b>	<b>0</b>	<b>\$0.00</b>	<b>45</b>	<b>\$39,452.11</b>

1 of 1

NCR's Payment Type Summary report when grouped by collection mode & card type shows total transaction counts and amounts by each payment type for each collection mode and payment method (i.e. Personal check, ACH, card type, etc.)

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



### Payment Type Summary

2/16/2018 2:44:30 AM

2/15/2018 12:00:00 AM - 2/15/2018 11:59:00 PM | All Organization Units | All Payment Types | All Collection Modes

1. [Redacted]					
POS (scanned)					
MasterCard					
Name	Transactions	Amount	Fee Amount	Total Remitted	
[Redacted] Water and Sewer	4	\$399.19	\$11.18	\$399.19	
[Redacted] Payments Water and Sewer	1	\$126.80	\$2.50	\$129.30	
<b>MasterCard Total:</b>	<b>5</b>	<b>\$525.99</b>	<b>\$13.68</b>	<b>\$528.49</b>	
Visa					
Name	Transactions	Amount	Fee Amount	Total Remitted	
[Redacted] Water and Sewer	14	\$1,269.77	\$35.55	\$1,269.77	
[Redacted] Payments Water and Sewer	2	\$145.17	\$5.00	\$150.17	
<b>Visa Total:</b>	<b>16</b>	<b>\$1,414.94</b>	<b>\$40.55</b>	<b>\$1,419.94</b>	
Debit Card					
Name	Transactions	Amount	Fee Amount	Total Remitted	
[Redacted] Water and Sewer	2	\$180.78	\$5.06	\$180.78	
[Redacted] Payments Water and Sewer	17	\$1,608.66	\$42.50	\$1,651.16	
<b>Debit Card Total:</b>	<b>19</b>	<b>\$1,789.44</b>	<b>\$47.56</b>	<b>\$1,831.94</b>	
Personal					
Name	Transactions	Amount	Fee Amount	Total Remitted	
[Redacted] Water and Sewer	10	\$1,092.47	\$6.00	\$1,092.47	
[Redacted] Payments Deposits	3	\$293.40	\$1.80	\$293.40	
[Redacted] Payments Water and Sewer	20	\$1,811.97	\$12.00	\$1,811.97	
<b>Personal Total:</b>	<b>33</b>	<b>\$3,197.84</b>	<b>\$19.80</b>	<b>\$3,197.84</b>	
<b>POS (scanned) Total:</b>	<b>73</b>	<b>\$6,928.21</b>	<b>\$121.59</b>	<b>\$6,978.21</b>	
<b>Total:</b>	<b>73</b>	<b>\$6,928.21</b>	<b>\$121.59</b>	<b>\$6,978.21</b>	
<b>Overall Total:</b>	<b>73</b>	<b>\$6,928.21</b>	<b>\$121.59</b>	<b>\$6,978.21</b>	

NCR's reporting suite would also enable the City to group transactions/totals by organization unit or location. For example, if a specific department has multiple locations in which payments are accepted, reports can be broken out to group transactions at the individual location level. By configuring each location for a department as an organization unit, the City could track the location where transactions occur in our reports.

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



**Payment Type Summary**

2/16/2018 2:13:22 AM

By Organization Unit

2/15/2018 12:00:00 AM - 2/15/2018 11:59:00 PM | All Organization Units | All Payment Types | All Collection Modes

<b>1.</b>				
<b>Agency 3 - Longwood</b>				
<b>Credit Card</b>				
Name	Transactions	Amount	Fee Amount	Total Remitted
Birth Certificate	1	\$21.25	\$1.00	\$22.25
Business Tax	1	\$25.00	\$1.00	\$26.00
Vehicle / Vessel / Driver License	49	\$3,721.25	\$90.96	\$3,812.21
<b>Credit Card Total:</b>	<b>51</b>	<b>\$3,767.50</b>	<b>\$92.96</b>	<b>\$3,860.46</b>
<b>Debit Card</b>				
Name	Transactions	Amount	Fee Amount	Total Remitted
Hunting / Fishing	2	\$68.00	\$1.69	\$68.00
Property Tax	1	\$1,494.15	\$1.50	\$1,495.65
Vehicle / Vessel / Driver License	43	\$5,351.85	\$65.82	\$5,416.35
<b>Debit Card Total:</b>	<b>46</b>	<b>\$6,914.00</b>	<b>\$69.01</b>	<b>\$6,980.00</b>
<b>Agency 3 - Longwood Total:</b>	<b>97</b>	<b>\$10,681.50</b>	<b>\$161.97</b>	<b>\$10,840.46</b>
<b>Agency 5 - Lake Mary</b>				
<b>Credit Card</b>				
Name	Transactions	Amount	Fee Amount	Total Remitted
Business Tax	1	\$3.00	\$1.00	\$4.00
Property Tax	1	\$1,240.48	\$26.67	\$1,267.15
Vehicle / Vessel / Driver License	98	\$7,383.36	\$175.62	\$7,558.98
<b>Credit Card Total:</b>	<b>100</b>	<b>\$8,626.84</b>	<b>\$203.29</b>	<b>\$8,830.13</b>
<b>Debit Card</b>				
Name	Transactions	Amount	Fee Amount	Total Remitted
Hunting / Fishing	1	\$17.00	\$1.50	\$18.50
Property Tax	1	\$368.52	\$1.50	\$370.02
Vehicle / Vessel / Driver License	73	\$6,533.61	\$109.50	\$6,643.11
<b>Debit Card Total:</b>	<b>75</b>	<b>\$6,919.13</b>	<b>\$112.50</b>	<b>\$7,031.63</b>
<b>Agency 5 - Lake Mary Total:</b>	<b>175</b>	<b>\$15,545.97</b>	<b>\$315.79</b>	<b>\$15,861.76</b>
<b>Lake Mary Admin.</b>				
<b>Credit Card</b>				
Name	Transactions	Amount	Fee Amount	Total Remitted
CWIS	5	\$471.00	\$10.14	\$481.14
<b>Credit Card Total:</b>	<b>5</b>	<b>\$471.00</b>	<b>\$10.14</b>	<b>\$481.14</b>
<b>Debit Card</b>				

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



Below are screenshots of the Reconciliation reports in NCR's reporting suite:

### Payment Type Summary

2/16/2018 1:27:43 AM

2/1/2018 12:00:00 AM - 2/1/2018 11:59:00 PM | All Organization Units | All Payment Types | All Collection Modes

1. [Redacted]				
Credit Card				
Name	Transactions	Amount	Fee Amount	Total Remitted
2018 Real Estate Taxes	33	\$35,615.89	\$720.59	\$36,336.48
Commercial Electrical	2	\$819.63	\$16.89	\$836.52
Commercial Fire Alarm	1	\$110.50	\$2.46	\$112.96
Dumpster - Commercial	1	\$200.00	\$4.25	\$204.25
Dumpster - POD	1	\$25.00	\$0.75	\$25.75
Dumpster - Temporary	1	\$200.00	\$4.25	\$204.25
Facility Rental	2	\$375.00	\$8.00	\$383.00
Machinery - Temporary	1	\$80.00	\$1.85	\$81.85
Residential HVAC	1	\$146.50	\$3.18	\$149.68
<b>Credit Card Total:</b>	<b>43</b>	<b>\$37,572.52</b>	<b>\$762.22</b>	<b>\$38,334.74</b>
E-Check				
Name	Transactions	Amount	Fee Amount	Total Remitted
2018 Real Estate Taxes	38	\$65,063.07	\$19.00	\$65,082.07
<b>E-Check Total:</b>	<b>38</b>	<b>\$65,063.07</b>	<b>\$19.00</b>	<b>\$65,082.07</b>
<b>Total:</b>	<b>81</b>	<b>\$102,635.59</b>	<b>\$781.22</b>	<b>\$103,416.81</b>
<b>Overall Total:</b>	<b>81</b>	<b>\$102,635.59</b>	<b>\$781.22</b>	<b>\$103,416.81</b>

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



**Funding Report**

Selecting the individual batch shows each transaction included in the batch

2/16/2018 1:30:09 AM

2/1/2018 12:00:00 AM - 2/5/2018 11:59:00 PM | All Organization Units | All Payment Types

1.	Date of Batch	Funding Date	Deposit Type	Organization Unit	Payment Type	TRN	Amount
1	01/30/2018	02/01/2018	Credit Card	QUICK MED CLAIMS	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$2,279.20
2	01/30/2018	02/01/2018	Credit Card	Tax	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$32,819.94
3	01/30/2018	02/01/2018	Credit Card	Rec Pro Permits	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$750.00
4	01/30/2018	02/01/2018	Credit Card	Permits, Licenses, and Inspections	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$1,456.24
5	01/31/2018	02/02/2018	Credit Card	QUICK MED CLAIMS	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$100.00
6	01/31/2018	02/02/2018	Credit Card	Tax	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$21,715.81
7	01/31/2018	02/02/2018	Credit Card	Rec Pro Permits	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$825.00
8	01/31/2018	02/02/2018	Credit Card	Public Works/ Permits	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$285.00
9	01/31/2018	02/02/2018	Credit Card	Permits, Licenses, and Inspections	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$576.00
10	01/31/2018	02/01/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$75,183.92
11	02/01/2018	02/02/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$65,063.07
12	02/01/2018	02/05/2018	Credit Card	Tax	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$35,615.89
13	02/01/2018	02/05/2018	Credit Card	Rec Pro Permits	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$375.00
14	02/01/2018	02/05/2018	Credit Card	Public Works/ Permits	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$505.00
15	02/01/2018	02/05/2018	Credit Card	Permits, Licenses, and Inspections	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$1,076.63
16	02/02/2018	02/05/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$132,022.50
17	02/03/2018	02/05/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$102,427.16
18	02/04/2018	02/05/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$111,202.89
						<b>Total :</b>	<b>\$584,279.25</b>
						<b>Overall Total :</b>	<b>\$584,279.25</b>

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



**Funding Details Report**

2/16/2018 1:58:30 AM  
FT\_180205\_1004.fed

1/31/2018 12:00:00 AM - 2/5/2018 11:59:00 PM | Tax | All Payment Types

	Trans/Reversal Date	PRC	Name	Card Number	TRN	Amount	Fee Amount	Total Remitted
1	2/1/2018 12:39:34 AM	<a href="#">20012430</a>		414720-xx-7350	FT_180205_1004.fed	\$262.06	\$5.49	\$267.55
2	2/1/2018 12:57:51 AM	<a href="#">20012431</a>		431196-xx-8818	FT_180205_1004.fed	\$314.84	\$6.55	\$321.39
3	2/1/2018 4:10:10 AM	<a href="#">20012432</a>		371342-xx-1001	FT_180205_1004.fed	\$3,769.11	\$75.63	\$3,844.74
4	2/1/2018 6:09:54 AM	<a href="#">20012433</a>		530785-xx-6795	FT_180205_1004.fed	\$896.48	\$18.18	\$914.66
5		<a href="#">20012434</a>		521531-xx-0892	FT_180205_1004.fed	\$1,600.84	\$32.27	\$1,633.11
6	2/1/2018 7:06:55 AM	<a href="#">20012437</a>		547497-xx-3849	FT_180205_1004.fed	\$200.00	\$4.25	\$204.25
7	2/1/2018 7:13:11 AM	<a href="#">20012439</a>		547497-xx-3849	FT_180205_1004.fed	\$200.00	\$4.25	\$204.25
8	2/1/2018 7:25:23 AM	<a href="#">20012440</a>		550806-xx-8724	FT_180205_1004.fed	\$150.00	\$3.25	\$153.25
9	2/1/2018 7:33:54 AM	<a href="#">20012441</a>		443040-xx-5731	FT_180205_1004.fed	\$185.74	\$3.96	\$189.70
10	2/1/2018 7:37:11 AM	<a href="#">20012442</a>		547182-xx-7063	FT_180205_1004.fed	\$184.40	\$3.94	\$188.34
11	2/1/2018 8:05:38 AM	<a href="#">20012443</a>		552433-xx-5560	FT_180205_1004.fed	\$1,389.21	\$28.03	\$1,417.24
12	2/1/2018 8:09:23 AM	<a href="#">20012445</a>		424631-xx-8231	FT_180205_1004.fed	\$110.50	\$2.46	\$112.96
13	2/1/2018 8:17:23 AM	<a href="#">20012448</a>		424631-xx-8231	FT_180205_1004.fed	\$135.13	\$2.95	\$138.08
14	2/1/2018 9:02:45 AM	<a href="#">20012450</a>		410977-xx-6948	FT_180205_1004.fed	\$894.75	\$18.15	\$912.90

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291) : Approval of Payment



**All Transactions Report**

2/16/2018 1:54:46 AM

2/1/2018 12:00:00 AM - 2/1/2018 11:59:00 PM | Tax | All Collection Modes

TRANSACTIONS - Gross											
	Date Effective	Date Entered	Time	PRC	Name	Card Type	Collection Mode	Amount	Fee Amount	Total Remitted	Date Funded
1	2/1/2018	2/1/2018	12:39 AM	<a href="#">20012430</a>		VISA	Web	\$262.06	\$5.49	\$267.55	2/5/2018
2	2/1/2018	2/1/2018	12:57 AM	<a href="#">20012431</a>		VISA	Web	\$314.84	\$6.55	\$321.39	2/5/2018
3	2/1/2018	2/1/2018	04:10 AM	<a href="#">20012432</a>		AMEX	Web	\$3,769.11	\$75.63	\$3,844.74	2/2/2018
4	2/1/2018	2/1/2018	06:09 AM	<a href="#">20012433</a>		MasterCard	Web	\$896.48	\$18.18	\$914.66	2/2/2018
5	2/1/2018	2/1/2018	06:16 AM	<a href="#">20012434</a>		MasterCard	Web	\$1,600.84	\$32.27	\$1,633.11	2/2/2018
6	2/1/2018	2/1/2018	06:59 AM	<a href="#">20012435</a>		MasterCard	Web	\$1,235.36	\$0.50	\$1,235.86	2/2/2018
7	2/1/2018	2/1/2018	07:33 AM	<a href="#">20012441</a>		VISA	Web	\$185.74	\$3.96	\$189.70	2/2/2018
8	2/1/2018	2/1/2018	07:37 AM	<a href="#">20012442</a>		MasterCard	IVR	\$184.40	\$3.94	\$188.34	2/2/2018
9	2/1/2018	2/1/2018	08:05 AM	<a href="#">20012443</a>		MasterCard	Web	\$1,389.21	\$28.03	\$1,417.24	2/2/2018
10	2/1/2018	2/1/2018	08:14 AM	<a href="#">20012446</a>		MasterCard	Web	\$4,409.44	\$0.50	\$4,409.94	2/2/2018
11	2/1/2018	2/1/2018	09:02 AM	<a href="#">20012449</a>		MasterCard	Web	\$483.85	\$0.50	\$484.35	2/2/2018
12	2/1/2018	2/1/2018	09:02 AM	<a href="#">20012450</a>		VISA	Web	\$894.75	\$18.15	\$912.90	2/2/2018
13	2/1/2018	2/1/2018	09:03 AM	<a href="#">20012451</a>		MasterCard	Web	\$2,531.14	\$0.50	\$2,531.64	2/2/2018
14	2/1/2018	2/1/2018	09:55 AM	<a href="#">20012456</a>		MasterCard	Web	\$1,097.46	\$0.50	\$1,097.96	2/2/2018
15	2/1/2018	2/1/2018	09:59 AM	<a href="#">20012457</a>		MasterCard	Web	\$4,535.10	\$0.50	\$4,535.60	2/2/2018
16	2/1/2018	2/1/2018	10:19 AM	<a href="#">20012458</a>		MasterCard	Web	\$4,843.41	\$0.50	\$4,843.91	2/2/2018
17	2/1/2018	2/1/2018	10:25 AM	<a href="#">20012459</a>		MasterCard	Web	\$243.01	\$0.50	\$243.51	2/2/2018
18	2/1/2018	2/1/2018	10:31 AM	<a href="#">20012460</a>		VISA	Web	\$223.00	\$4.71	\$227.71	2/2/2018
19	2/1/2018	2/1/2018	10:33 AM	<a href="#">20012461</a>		VISA	Web	\$1,102.80	\$22.31	\$1,125.11	2/2/2018
20	2/1/2018	2/1/2018	10:41 AM	<a href="#">20012462</a>		MasterCard	Web	\$336.18	\$0.50	\$336.68	2/2/2018

NCR also has a Revenue Report which is a summary report over the selected date range which shows the transaction count, reversals, \$ Volume, Fee Amount (Payer), Fee Amount (Client), and Total Remitted for each card type. This report also provides a credit card, eCheck, and grand total. The revenue report is shown below:

NCR Revenue Report:

**Revenue Report**

2/6/2017 11:21:57 AM

1/1/2017 12:00:00 AM - 1/31/2017 11:59:59 PM | All Organization Units | All Collection Modes | All Users

1.	Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
	Amex	29	0	\$88,400.70	\$1,775.28	\$0.00	\$90,175.98
	Visa	237	0	\$231,040.20	\$4,680.04	\$0.00	\$235,720.24
	MasterCard	114	0	\$142,185.11	\$2,872.18	\$0.00	\$145,057.29
	Discover	17	0	\$17,076.83	\$345.79	\$0.00	\$17,422.62
	Business	65	0	\$316,043.01	\$32.50	\$0.00	\$316,075.51
	Personal	336	0	\$781,133.82	\$168.00	\$0.00	\$781,301.82
	<b>Credit Card Total:</b>	<b>397</b>	<b>0</b>	<b>\$478,702.84</b>	<b>\$9,673.29</b>	<b>\$0.00</b>	<b>\$488,376.13</b>
	<b>E-Check Total:</b>	<b>401</b>	<b>0</b>	<b>\$1,097,176.83</b>	<b>\$200.50</b>	<b>\$0.00</b>	<b>\$1,097,377.33</b>
	<b>Total:</b>	<b>798</b>	<b>0</b>	<b>\$1,575,879.67</b>	<b>\$9,873.79</b>	<b>\$0.00</b>	<b>\$1,585,753.46</b>

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



NCR'S Revenue report can be grouped by organization unit to display Gross, Net, Reversals, and transaction counts broken out by card type and location.

### Revenue Report

10/2/2018 4:03:33 PM  
By Organization Unit  
9/2/2018 12:00:00 AM - 10/2/2018 11:59:59 PM | All Organization Units | All Collection Modes | All Users

1. [Redacted]						
County Attorney's						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Visa	11	0	\$4,053.77	\$83.81	\$0.00	\$4,137.58
MasterCard	6	0	\$788.20	\$17.27	\$0.00	\$805.47
Discover	1	0	\$68.11	\$1.61	\$0.00	\$69.72
Debit Card	1	0	\$25.00	\$0.75	\$0.00	\$25.75
<b>County Attorney's Credit Card Total:</b>	<b>18</b>	<b>0</b>	<b>\$4,910.08</b>	<b>\$102.69</b>	<b>\$0.00</b>	<b>\$5,012.77</b>
<b>County Attorney's Debit Card Total:</b>	<b>1</b>	<b>0</b>	<b>\$25.00</b>	<b>\$0.75</b>	<b>\$0.00</b>	<b>\$25.75</b>
<b>County Attorney's Total:</b>	<b>19</b>	<b>0</b>	<b>\$4,935.08</b>	<b>\$103.44</b>	<b>\$0.00</b>	<b>\$5,038.52</b>
Health Department						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Amex	5	0	\$245.00	\$6.15	\$0.00	\$251.15
Visa	66	0	\$3,006.00	\$76.62	\$0.00	\$3,082.62
MasterCard	25	0	\$1,078.00	\$27.81	\$0.00	\$1,105.81
Discover	5	0	\$193.00	\$5.11	\$0.00	\$198.11
Debit Card	111	0	\$4,526.00	\$118.27	\$0.00	\$4,644.27
<b>Health Department Credit Card Total:</b>	<b>101</b>	<b>0</b>	<b>\$4,522.00</b>	<b>\$115.69</b>	<b>\$0.00</b>	<b>\$4,637.69</b>
<b>Health Department Debit Card Total:</b>	<b>111</b>	<b>0</b>	<b>\$4,526.00</b>	<b>\$118.27</b>	<b>\$0.00</b>	<b>\$4,644.27</b>
<b>Health Department Total:</b>	<b>212</b>	<b>0</b>	<b>\$9,048.00</b>	<b>\$233.96</b>	<b>\$0.00</b>	<b>\$9,281.96</b>
Juvenile						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Visa	1	0	\$45.00	\$1.15	\$0.00	\$46.15
Debit Card	9	0	\$1,035.00	\$22.95	\$0.00	\$1,057.95
<b>Juvenile Credit Card Total:</b>	<b>1</b>	<b>0</b>	<b>\$45.00</b>	<b>\$1.15</b>	<b>\$0.00</b>	<b>\$46.15</b>
<b>Juvenile Debit Card Total:</b>	<b>9</b>	<b>0</b>	<b>\$1,035.00</b>	<b>\$22.95</b>	<b>\$0.00</b>	<b>\$1,057.95</b>
<b>Juvenile Total:</b>	<b>10</b>	<b>0</b>	<b>\$1,080.00</b>	<b>\$24.10</b>	<b>\$0.00</b>	<b>\$1,104.10</b>
County Clerk						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Amex	12	0	\$436.00	\$11.72	\$0.00	\$447.72
Visa	220	0	\$9,551.00	\$246.02	\$0.00	\$9,797.02
MasterCard	80	0	\$2,893.00	\$77.86	\$0.00	\$2,970.86
Discover	12	0	\$600.00	\$15.00	\$0.00	\$615.00
Debit Card	47	0	\$1,679.00	\$45.33	\$0.00	\$1,724.33
<b>County Clerk Credit Card Total:</b>	<b>324</b>	<b>0</b>	<b>\$13,480.00</b>	<b>\$350.60</b>	<b>\$0.00</b>	<b>\$13,830.60</b>
<b>County Clerk Debit Card Total:</b>	<b>47</b>	<b>0</b>	<b>\$1,679.00</b>	<b>\$45.33</b>	<b>\$0.00</b>	<b>\$1,724.33</b>
<b>County Clerk Total:</b>	<b>371</b>	<b>0</b>	<b>\$15,159.00</b>	<b>\$395.93</b>	<b>\$0.00</b>	<b>\$15,554.93</b>
[Redacted]						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Visa	1	0	\$600.00	\$12.25	\$0.00	\$612.25
MasterCard	2	0	\$850.00	\$17.50	\$0.00	\$867.50
<b>[Redacted] Credit Card Total:</b>	<b>3</b>	<b>0</b>	<b>\$1,450.00</b>	<b>\$29.75</b>	<b>\$0.00</b>	<b>\$1,479.75</b>



Find   Next						
Discover	3	1	\$975.66	\$20.26	\$0.00	\$995.92
Debit Card	2	0	\$231.00	\$5.12	\$0.00	\$236.12
<b>Justice of the Peace - Precinct 4 Credit Card Total:</b>	<b>102</b>	<b>1</b>	<b>\$19,800.76</b>	<b>\$421.51</b>	<b>\$0.00</b>	<b>\$20,222.27</b>
<b>Justice of the Peace - Precinct 4 Debit Card Total:</b>	<b>2</b>	<b>0</b>	<b>\$231.00</b>	<b>\$5.12</b>	<b>\$0.00</b>	<b>\$236.12</b>
<b>Justice of the Peace - Precinct 4 Total:</b>	<b>104</b>	<b>1</b>	<b>\$20,031.76</b>	<b>\$426.63</b>	<b>\$0.00</b>	<b>\$20,458.39</b>
<b>Expo Center</b>						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Visa	5	0	\$319.00	\$7.63	\$0.00	\$326.63
MasterCard	2	1	\$1,138.52	\$23.52	\$0.00	\$1,162.04
<b>Expo Center Credit Card Total:</b>	<b>7</b>	<b>1</b>	<b>\$1,457.52</b>	<b>\$31.15</b>	<b>\$0.00</b>	<b>\$1,488.67</b>
<b>Road and Bridge</b>						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Amex	1	0	\$20.00	\$0.65	\$0.00	\$20.65
Visa	5	0	\$612.00	\$13.49	\$0.00	\$625.49
MasterCard	4	0	\$1,336.00	\$27.72	\$0.00	\$1,363.72
Discover	1	0	\$100.00	\$2.25	\$0.00	\$102.25
Debit Card	7	0	\$120.00	\$4.15	\$0.00	\$124.15
<b>Road and Bridge Credit Card Total:</b>	<b>11</b>	<b>0</b>	<b>\$2,068.00</b>	<b>\$44.11</b>	<b>\$0.00</b>	<b>\$2,112.11</b>
<b>Road and Bridge Debit Card Total:</b>	<b>7</b>	<b>0</b>	<b>\$120.00</b>	<b>\$4.15</b>	<b>\$0.00</b>	<b>\$124.15</b>
<b>Road and Bridge Total:</b>	<b>18</b>	<b>0</b>	<b>\$2,188.00</b>	<b>\$48.26</b>	<b>\$0.00</b>	<b>\$2,236.26</b>
<b>Collections</b>						
Card Type	Transactions	Reversals	Amount	Fee Amount (payer)	Fee Amount (client)	Total Remitted
Amex	5	1	\$1,301.00	\$27.27	\$0.00	\$1,328.27
Visa	500	12	\$68,288.76	\$1,491.59	\$0.00	\$69,780.35
MasterCard	247	3	\$26,711.91	\$596.24	\$0.00	\$27,308.15
Discover	10	1	\$729.99	\$17.10	\$0.00	\$747.09
Debit Card	142	0	\$17,411.33	\$383.72	\$0.00	\$17,795.05
<b>Collections Credit Card Total:</b>	<b>762</b>	<b>17</b>	<b>\$97,031.66</b>	<b>\$2,132.20</b>	<b>\$0.00</b>	<b>\$99,163.86</b>
<b>Collections Debit Card Total:</b>	<b>142</b>	<b>0</b>	<b>\$17,411.33</b>	<b>\$383.72</b>	<b>\$0.00</b>	<b>\$17,795.05</b>
<b>Collections Total:</b>	<b>904</b>	<b>17</b>	<b>\$114,442.99</b>	<b>\$2,515.92</b>	<b>\$0.00</b>	<b>\$116,958.91</b>
<b>Credit Card Total:</b>	<b>1860</b>	<b>26</b>	<b>\$234,186.40</b>	<b>\$5,152.33</b>	<b>\$0.00</b>	<b>\$239,338.73</b>
<b>Debit Card Total:</b>	<b>550</b>	<b>0</b>	<b>\$57,516.03</b>	<b>\$1,287.81</b>	<b>\$0.00</b>	<b>\$58,803.84</b>
<b>Total:</b>	<b>2410</b>	<b>26</b>	<b>\$291,702.43</b>	<b>\$6,440.14</b>	<b>\$0.00</b>	<b>\$298,142.57</b>



NCR also has a Qualifications report which details the Qualification status, Settle Date, Last 4 of Card Number, Amount, and Interchange for each transaction, and this report can be broken out by location as well.

**JetPay Qualifications Report**  
 10/2/2018 4:17:38 PM  
 9/2/2018 12:00:00 AM - 10/2/2018 11:59:00 PM

CLIENT NAME	PRC	MERCHANT ID	QUALIFICATION	SETTLE DATE	LAST 4	AMOUNT	INTERCHANGE
	<a href="#">20013345</a>		US CPS Reg Debit	9/2/2018	6668	\$510.25	-0.4800
	<a href="#">20013346</a>		VS Government Credit	9/2/2018	3219	\$212.41	-3.3900
	<a href="#">20013333</a>		US CPS Reg Debit	9/2/2018	8451	\$186.81	-0.3100
	<a href="#">20013332</a>		US CPS Reg Debit	9/2/2018	6125	\$127.75	-0.2800
	<a href="#">20013334</a>		US CPS Reg Debit	9/2/2018	4633	\$115.51	-0.2800
	<a href="#">20013348</a>		Reg POS Debit w Fraud Adj	9/2/2018	6156	\$110.41	-0.2800
	<a href="#">20013335</a>		US CPS Reg Debit	9/2/2018	8220	\$107.35	-0.2700
	<a href="#">20013338</a>		VS Government Debit	9/2/2018	5120	\$102.25	-0.8100
	<a href="#">20013337</a>		VS Government Debit	9/2/2018	5399	\$102.25	-0.8100
	<a href="#">20013324</a>		MC US EM MT EDU GOV MCC DB PP	9/2/2018	3761	\$86.95	-0.7200
	<a href="#">20013351</a>		US CPS Reg Debit	9/2/2018	5806	\$83.99	-0.2600
	<a href="#">20013319</a>		US CPS Reg Debit	9/2/2018	8248	\$76.75	-0.2600
	<a href="#">20013325</a>		US CPS Reg Debit	9/2/2018	9819	\$71.65	-0.2600
	<a href="#">20013347</a>		US CPS Reg Debit	9/2/2018	2820	\$71.65	-0.2600
	<a href="#">20013331</a>		MC US EM MT EDU GOV MCC DB PP	9/2/2018	7633	\$66.55	-0.5800
	<a href="#">20013329</a>		VS Government Credit	9/2/2018	9753	\$66.55	-1.1300
	<a href="#">20013340</a>		US CPS Reg Debit	9/2/2018	2083	\$66.55	-0.2500
	<a href="#">20013323</a>		Reg POS Debit w Fraud Adj	9/2/2018	8084	\$61.45	-0.2500
	<a href="#">20013326</a>		US CPS Reg Debit	9/2/2018	9819	\$51.25	-0.2500
	<a href="#">20013330</a>		Reg POS Debit w Fraud Adj	9/2/2018	6079	\$51.25	-0.2500
	<a href="#">20013341</a>		MC US EM MT EDU GOV MCC DB PP	9/2/2018	1036	\$51.25	-0.4800
	<a href="#">20013328</a>		US CPS Reg Debit	9/2/2018	7364	\$51.25	-0.2500
	<a href="#">20013350</a>		US CPS Reg Debit	9/2/2018	3512	\$51.25	-0.2500
	<a href="#">20013336</a>		US CPS Reg Debit	9/2/2018	3893	\$20.65	-0.2300
	<a href="#">20013349</a>		US CPS Reg Debit	9/2/2018	7605	\$10.45	-0.2300
	<a href="#">20013343</a>		US CPS Reg Debit	9/2/2018	8029	\$10.45	-0.2300
	<a href="#">20013357</a>		Reg POS Debit w Fraud Adj	9/3/2018	1111	\$461.29	-0.4500
	<a href="#">20013356</a>		US CPS Reg Debit	9/3/2018	0034	\$143.05	-0.2900
	<a href="#">20013369</a>		VS Government Debit	9/3/2018	8872	\$127.75	-0.9800
	<a href="#">20013367</a>		US CPS Reg Debit	9/3/2018	2535	\$102.25	-0.2700

Page 1 of 50 Total Records: 1689

In addition to the summary reports shown above, NCR also has specific reports dedicated to exception items such as credits or declines. Below are screenshots of the credit report and drill down report. These reports aggregate any credits or declines in the system into one report for easy reconciliation.

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



**Credit Report**

2/6/2017 10:29:58 AM

1/1/2017 12:00:00 AM - 1/31/2017 11:59:59 PM | All Organization Units | All Payment Types | All Collection Modes

1. [REDACTED]										
CREDITS										
Credit Cards										
Credit Date	PRC	Card	Type	User	Organization Units	Notes	Amount	Fee	Total	
1	1/12/2017	20000031		CREDITS		Rec Pro Permits Cancelled by request via email to Shane Donnelly	\$300.00	\$6.25	\$306.25	
<b>Pittsburgh Credit Cards Total :</b>							<b>\$300.00</b>	<b>\$6.25</b>	<b>\$306.25</b>	
<b>Pittsburgh CREDITS Total :</b>							<b>\$300.00</b>	<b>\$6.25</b>	<b>\$306.25</b>	
VOIDS										
Credit Cards										
Credit Date	PRC	Card	Type	User	Organization Units	Notes	Amount	Fee	Total	
1	1/17/2017	20000071		VOIDS	Tax	test	\$6.65	\$0.38	\$7.03	
2	1/20/2017	20000301		VOIDS	Tax	test	\$58.70	\$1.42	\$60.12	
3	1/26/2017	20000568		VOIDS	Tax	Test.	\$1.00	\$0.27	\$1.27	
<b>Credit Cards Total :</b>							<b>\$66.35</b>	<b>\$2.07</b>	<b>\$68.42</b>	
<b>VOIDS Total :</b>							<b>\$66.35</b>	<b>\$2.07</b>	<b>\$68.42</b>	
<b>Total :</b>							<b>\$366.35</b>	<b>\$8.32</b>	<b>\$374.67</b>	
<b>Overall Total:</b>							<b>\$366.35</b>	<b>\$8.32</b>	<b>\$374.67</b>	

1 of 1

Total Records: 4

**Non-Approved Transactions Report**

2/6/2017 10:33:53 AM

1/1/2017 12:00:00 AM - 1/31/2017 11:59:00 PM | All Organization Units | All Collection Modes

1. [REDACTED]										
Declined Transaction(s)										
Date Entered	Date Effective	Time	PRC	Name	Card Type	Collection Mode	Description	Total Remitted		
<b>Payment Type</b>										
1	1/12/2017	1/12/2017	03:10 PM	20000049	Amy Stowell		Web	DECLINED	\$275.65	
Facility Rental										
2	1/17/2017	1/17/2017	05:59 PM	20000080	Debbie Reay		Web	DECLINED	\$275.65	
Facility Rental										
3	1/17/2017	1/17/2017	09:10 PM	20000086	1st Penn Properties, LLC		Web	DECLINED	\$3,236.91	
Real Estate Tax										
4	1/18/2017	1/18/2017	03:10 PM	20000116	Lynn Lanier		Web	INVALID CARD TYPE	\$229.75	
Facility Rental										
5	1/18/2017	1/18/2017	08:47 PM	20000156	Gerbe Holdings		Web	DECLINED	\$1,487.96	
Real Estate Tax										
6	1/18/2017	1/18/2017	08:49 PM	20000159	Gerbe Holdings		Web	DECLINED	\$1,487.96	
Real Estate Tax										
7	1/18/2017	1/18/2017	08:56 PM	20000162	ANGELA G SWISHER		Web	DECLINED	\$1,553.58	
Real Estate Tax										
8	1/18/2017	1/18/2017	08:56 PM	20000162	ANGELA G SWISHER		Web	DECLINED	\$1,553.58	
Real Estate Tax										
9	1/18/2017	1/18/2017	08:56 PM	20000163	ANGELA G SWISHER		Web	DECLINED	\$1,553.58	
Real Estate Tax										
10	1/18/2017	1/18/2017	08:56 PM	20000163	ANGELA G SWISHER		Web	DECLINED	\$1,553.58	
Real Estate Tax										
11	1/18/2017	1/18/2017	10:00 PM	20000169	NILAM SHAH		Web	DECLINED	\$6,943.49	
Real Estate Tax										
12	1/18/2017	1/18/2017	10:00 PM	20000169	NILAM SHAH		Web	DECLINED	\$6,943.49	
Real Estate Tax										
13	1/18/2017	1/18/2017	10:00 PM	20000169	NILAM SHAH		Web	DECLINED	\$6,943.49	
Real Estate Tax										
14	1/18/2017	1/18/2017	10:00 PM	20000169	NILAM SHAH		Web	DECLINED	\$6,943.49	
Real Estate Tax										

1 of 2

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



NCR'S system has tiered levels of user access to our payment processing system, which is configurable to the City's needs. Reporting access is role based, and system administrators will have access to all functionality including all reports in NCR's system. City staff user credentials can be established to only have access to specific reports such as the My Transactions report which only shows a specific City Customer Service Representative the transactions that they have processed. This role-based access is all configurable to satisfy the City's business rules.

The My Transactions report is the exact same report as the All Transactions report with all of the same data elements however it only displays transactions that the specific non-management user processed. This report can be seen below:

**My Transaction's Report**

3/4/2018 11:31:58 PM  
 For User - Anonymous  
 3/4/2018 12:00:00 AM - 3/4/2018 11:59:00 PM | All Organization Units | All Collection Modes

1. 1 JetPay											
TRANSACTIONS - Gross											
	Date Entered	Date Effective	Time	PRC	Name	Card Type	Collection Mode	Amount	Fee Amount	Total Remitted	Date Funded
1	3/4/2018	3/4/2018	11:30 PM	<a href="#">20002450</a>	Joe Smith		face-to-face (manual)	\$10.00	\$2.00	\$12.00	Unfunded
2	3/4/2018	3/4/2018	11:31 PM	<a href="#">20002452</a>	Jordan Battel		face-to-face (manual)	\$368.80	\$8.38	\$377.18	Unfunded
<b>TRANSACTIONS - Gross Totals :</b>								<b>\$378.80</b>	<b>\$10.38</b>	<b>\$389.18</b>	

	Amount	Fee Amount	Total Remitted
1 JetPay TRANSACTIONS - Gross :	\$378.80	\$10.38	\$389.18
1 JetPay All Transactions - Net :	\$378.80	\$10.38	\$389.18



In NCR's reporting suite managers/supervisors would have access to all reports in the NCR reporting suite such as the Payment Type Summary, All Transactions, All Transactions-Detailed, Revenue Report, Credit Report, Non-approved Transactions Report, etc. and would have the ability to group these transactions by City user/customer service representative. These reports grouped by User provide transaction date and time, transaction ID, username, account number, if applicable, credit card type, last 4 digits of the credit card number, customer name, customer address, payment amount and PRC/confirmation number. Managers/supervisors would also have the ability to only view transactions for a specific department/organization unit if they so choose:

Quianagomez2 Totals : \$1,240.60 \$13.84 \$1,254.44											
Davidfrazier2											
	Date Effective	Date Entered	Time	PRC	Name	Card Type	Collection Mode	Amount	Fee Amount	Total Remitted	Date Funded
1	3/1/2018	3/1/2018	09:39 AM	<a href="#">20033371</a>	[REDACTED]	BANK	POS (scanned)	\$281.25	\$1.50	\$282.75	3/1/2018
2	3/1/2018	3/1/2018	10:02 AM	<a href="#">20033496</a>		BANK	POS (scanned)	\$77.35	\$1.50	\$78.85	3/1/2018
3	3/1/2018	3/1/2018	10:37 AM	<a href="#">20033567</a>		BANK	POS (scanned)	\$69.25	\$1.50	\$70.75	3/1/2018
4	3/1/2018	3/1/2018	10:48 AM	<a href="#">20033588</a>		BANK	POS (scanned)	\$69.25	\$1.50	\$70.75	3/1/2018
5	3/1/2018	3/1/2018	11:09 AM	<a href="#">20033632</a>		BANK	POS (scanned)	\$100.50	\$1.50	\$102.00	3/1/2018
6	3/1/2018	3/1/2018	11:22 AM	<a href="#">20033657</a>		VISA	POS (scanned)	\$214.70	\$4.62	\$219.32	3/1/2018
7	3/1/2018	3/1/2018	12:27 PM	<a href="#">20033787</a>		BANK	POS (scanned)	\$36.10	\$1.50	\$37.60	3/1/2018
8	3/1/2018	3/1/2018	01:43 PM	<a href="#">20033941</a>		BANK	POS (scanned)	\$178.60	\$1.50	\$180.10	3/1/2018
9	3/1/2018	3/1/2018	02:46 PM	<a href="#">20034038</a>		BANK	POS (scanned)	\$190.10	\$1.50	\$191.60	3/1/2018
10	3/1/2018	3/1/2018	03:23 PM	<a href="#">20034098</a>		VISA	POS (scanned)	\$34.00	\$1.00	\$35.00	3/1/2018
11	3/1/2018	3/1/2018	03:33 PM	<a href="#">20034119</a>		AMEX	POS (scanned)	\$76.10	\$1.64	\$77.74	3/1/2018
12	3/1/2018	3/1/2018	04:33 PM	<a href="#">20034250</a>		BANK	POS (scanned)	\$78.25	\$1.50	\$79.75	3/1/2018
13	3/1/2018	3/1/2018	04:46 PM	<a href="#">20034284</a>		VISA	POS (scanned)	\$10.00	\$1.00	\$11.00	3/1/2018
14	3/1/2018	3/1/2018	05:04 PM	<a href="#">20034313</a>		BANK	POS (scanned)	\$180.45	\$1.50	\$181.95	3/1/2018
Davidfrazier2 Totals : \$1,595.90 \$23.26 \$1,619.16											
Alozada2											
	Date Effective	Date Entered	Time	PRC	Name	Card Type	Collection Mode	Amount	Fee Amount	Total Remitted	Date Funded
1	3/1/2018	3/1/2018	09:04 AM	<a href="#">20033363</a>	[REDACTED]	VISA	POS (scanned)	\$6.25	\$1.00	\$7.25	3/1/2018
2	3/1/2018	3/1/2018	09:16 AM	<a href="#">20033388</a>		DISCOVER	POS (scanned)	\$61.25	\$1.32	\$62.57	3/1/2018
3	3/1/2018	3/1/2018	09:31 AM	<a href="#">20033424</a>		VISA	POS (scanned)	\$85.75	\$1.84	\$87.59	3/1/2018
4	3/1/2018	3/1/2018	09:51 AM	<a href="#">20033461</a>		BANK	POS (scanned)	\$910.15	\$1.50	\$911.65	3/1/2018
5	3/1/2018	3/1/2018	10:10 AM	<a href="#">20033508</a>		BANK	POS (scanned)	\$6.25	\$1.50	\$7.75	3/1/2018
6	3/1/2018	3/1/2018	10:22 AM	<a href="#">20033534</a>		BANK	POS (scanned)	\$69.25	\$1.50	\$70.75	3/1/2018
7	3/1/2018	3/1/2018	10:50 AM	<a href="#">20033594</a>		BANK	POS (scanned)	\$258.60	\$1.50	\$260.10	3/1/2018

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



7. The system must meet PCI and Card industry standards and have encryption on the data.
  - a. The vendor must also provide proof that the physical location of any stored data, server or database of the e-payment processing transactions is in the United States to meet Criminal Justice Information System (CJIS) requirements that the City may require for public safety payments.

All of NCR's proposed Solution, including the storage of data, servers, databases, and our web application, are physically located only in the United States of America. Security is of the highest level of importance, and NCR is a PCI DSS Level 1 Service Provider (the highest level). NCR adheres to industry standard levels of security including PCI DSS Level 1, NACHA compliance, SSAE16, external audits by a certified QSA, and credit card association rules and regulations. NCR only recommends system integrations where all of your customers' payment card data and banking information is solely on our network and payment processing platform. This materially limits the scope of your required compliance with the Payment Card Industry Data Security Standard.

NCR maintain policies and practices that have been tested and proven to successfully protect sensitive Personally Identifiable Information and payment card data. Payment card data is always encrypted while at rest or in-transit, as well as is encrypted end-to-end when dipped or swiped at point-of-sale. To safeguard the security of transactional and all information, our platform only utilizes Transport Layer Security (TLS) protocols at 256-bit encryption in all online sessions, which is an industry best practice. Further, point-of-sale payments utilize end-to-end encryption which is performed at the Point of Interaction by the EMV reader using the SRED chip, and not solely through a software solution. All PII, payment card and banking information is encrypted while in-transit or at rest.

NCR's system tokenizes payment card and banking information when your customers elect to store it for re-use in the future including when setting up on-line accounts and for pre-authorized and recurring payments. For one-time payments, our system does not store the complete Primary Account Number nor a CVV/security code. The system does store the last 4 digits of credit card and debit card transactions to enable search and lookup based upon such criteria; however, whenever payment card, banking information or Personally Identifiable Information is stored, NCR encrypts such information.

The NCR primary data center is a hosted facility located in a SSAE-18/ISO 2000 SRI compliant data center. Physical Security includes video monitoring, combination keycards and biometric access controls, redundant dual rail power, fire suppression and cooling systems. Secondary data center is located at lights out Amazon Web Services Data centers. Physical security is provided by data center hosting staff. Only designated IT personnel have direct access to systems. Lights out secondary data center administrative functions are only accessible to designated IT staff. Physical racks have video and door alarms set to send alerts immediately upon entry to monitoring personnel. In the event of an alert generated by an unexpected event, physical security staff are notified.

In order to ensure uninterrupted processing capabilities, NCR maintains multiple processing sites. In the event of a failure at the primary processing site, NCR's secondary processing site is made active using established procedures. NCR's primary data center is located in Alabama and the secondary is in Virginia. Sites are located and maintained in hardened, PCI compliant facilities with multiple redundant power, connectivity, and security systems. Each site contains load-balanced server farms. This architecture allows NCR to ensure processing capabilities in the event of overall site failure or intra-site hardware failure.

We monitor our Solution in real-time at all times of every day. Our quality control and monitoring includes testing system availability as well as transaction processing, and we compare historical performance metrics. We are alerted in real-time through multiple methods including SMS text, voice and email using our tools, physical oversight and network protocol

tools. When system problems occur, we will notify our affected clients within 30 minutes of the identification of an outage of any type.

NCR recently implemented a new hot-site backup processing center with established real time failover systems to this new processing center. In the event of a complete site failure or catastrophic event to the main processing site for authorization of transactions at the host, failover to the new processing site will take 15 seconds. NCR's backup system has never been required to be used. NCR's restoration process and disaster recovery plan are tested annually, but have not had to be used in production.

NCR undergoes an annual on-site security assessment by a Qualified Security Assessor of the Payment Card Industry. In addition, NCR maintains a suite of security-related policies and procedures which undergo annual review. These include End-User Security, Application Development, Change Management, Key Management, Data Retention, Systems Security, Network Security, DR/BCP, Incident Response and Handling, Anti-Money Laundering, Fraud and Risk Management, and Third-Party Oversight. In addition to the policies and procedures, NCR has customized tools monitoring for any fraudulent activity on our real-time authorization platform as well as hardware appliances performing real-time monitoring for intrusion detection and prevention.

All personnel with escalated privileges and administrative responsibilities (OS, configurations, etc.) subscribe to various security-related entities (US-CERT, OWASP, FS-ISAC, etc.) that provide on-going monitoring of emerging threats.

Below is NCR's proof of PCI DSS Level 1 Compliance, and NCR will provide at least an annual confirmation of this certification during the term of this contract:



# Payment Card Industry (PCI) Data Security Standard

---

## Attestation of Compliance for Onsite Assessments – Service Providers

Version 3.2

April 2016

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment





## Section 1: Assessment Information

### Instructions for Submission

This Attestation of Compliance must be completed as a declaration of the results of the service provider's assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS)*. Complete all sections: The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the requesting payment brand for reporting and submission procedures.

#### Part 1. Service Provider and Qualified Security Assessor Information

##### Part 1a. Service Provider Organization Information

Company Name:	JetPay Payment Services, Florida LLC	DBA (doing business as):	N/A		
Contact Name:	Paul Shave	Title:	IT Director		
Telephone:	850-858-3310	E-mail:	paul.shave@jetpay.com		
Business Address:	316 South Baylen Street	City:	Pensecola		
State/Province:	FL	Country:	USA	Zip:	32502
URL:	www.jetpay.com				

##### Part 1b. Qualified Security Assessor Company Information (if applicable)

Company Name:	Kirkpatrick Price, Inc.				
Lead QSA Contact Name:	Scott Worrell	Title:	QSA		
Telephone:	800-977-3154	E-mail:	s.worrell@kirkpatrickprice.com		
Business Address:	16057 W Tampa Palms Blvd	City:	Tampa		
State/Province:	FL	Country:	USA	Zip:	33647
URL:	www.kirkpatrickprice.com				



**Part 2. Executive Summary**

**Part 2a. Scope Verification**

**Services that were INCLUDED in the scope of the PCI DSS Assessment (check all that apply):**

Name of service(s) assessed: Magic and Legacy card payment processing systems.		
Type of service(s) assessed:		
<b>Hosting Provider:</b> <input type="checkbox"/> Applications / software <input type="checkbox"/> Hardware <input type="checkbox"/> Infrastructure / Network <input type="checkbox"/> Physical space (co-location) <input type="checkbox"/> Storage <input type="checkbox"/> Web <input type="checkbox"/> Security services <input type="checkbox"/> 3-D Secure Hosting Provider <input type="checkbox"/> Shared Hosting Provider <input type="checkbox"/> Other Hosting (specify):	<b>Managed Services (specify):</b> <input type="checkbox"/> Systems security services <input type="checkbox"/> IT support <input type="checkbox"/> Physical security <input type="checkbox"/> Terminal Management System <input type="checkbox"/> Other services (specify):	<b>Payment Processing:</b> <input type="checkbox"/> POS / card present <input checked="" type="checkbox"/> Internet / e-commerce <input checked="" type="checkbox"/> MOTO / Call Center <input type="checkbox"/> ATM <input type="checkbox"/> Other processing (specify):
<input type="checkbox"/> Account Management	<input type="checkbox"/> Fraud and Chargeback	<input type="checkbox"/> Payment Gateway/Switch
<input type="checkbox"/> Back-Office Services	<input type="checkbox"/> Issuer Processing	<input type="checkbox"/> Prepaid Services
<input type="checkbox"/> Billing Management	<input type="checkbox"/> Loyalty Programs	<input type="checkbox"/> Records Management
<input type="checkbox"/> Clearing and Settlement	<input type="checkbox"/> Merchant Services	<input type="checkbox"/> Tax/Government Payments
<input type="checkbox"/> Network Provider		
<input type="checkbox"/> Others (specify):		

**Note:** These categories are provided for assistance only, and are not intended to limit or predetermine an entity's service description. If you feel these categories don't apply to your service, complete "Others." If you're unsure whether a category could apply to your service, consult with the applicable payment brand.





Part 2a. Scope Verification (continued)		
Services that are provided by the service provider but were NOT INCLUDED in the scope of the PCI DSS Assessment (check all that apply):		
Name of service(s) not assessed:	None	
Type of service(s) not assessed:		
<b>Hosting Provider:</b> <input type="checkbox"/> Applications / software <input type="checkbox"/> Hardware <input type="checkbox"/> Infrastructure / Network <input type="checkbox"/> Physical space (co-location) <input type="checkbox"/> Storage <input type="checkbox"/> Web <input type="checkbox"/> Security services <input type="checkbox"/> 3-D Secure Hosting Provider <input type="checkbox"/> Shared Hosting Provider <input type="checkbox"/> Other Hosting (specify):	<b>Managed Services (specify):</b> <input type="checkbox"/> Systems security services <input type="checkbox"/> IT support <input type="checkbox"/> Physical security <input type="checkbox"/> Terminal Management System <input type="checkbox"/> Other services (specify):	<b>Payment Processing:</b> <input type="checkbox"/> POS / card present <input type="checkbox"/> Internet / e-commerce <input type="checkbox"/> MOTO / Call Center <input type="checkbox"/> ATM <input type="checkbox"/> Other processing (specify):
<input type="checkbox"/> Account Management	<input type="checkbox"/> Fraud and Chargeback	<input type="checkbox"/> Payment Gateway/Switch
<input type="checkbox"/> Back-Office Services	<input type="checkbox"/> Issuer Processing	<input type="checkbox"/> Prepaid Services
<input type="checkbox"/> Billing Management	<input type="checkbox"/> Loyalty Programs	<input type="checkbox"/> Records Management
<input type="checkbox"/> Clearing and Settlement	<input type="checkbox"/> Merchant Services	<input type="checkbox"/> Tax/Government Payments
<input type="checkbox"/> Network Provider		
<input type="checkbox"/> Others (specify):		
Provide a brief explanation why any checked services were not included in the assessment:		





**Part 2b. Description of Payment Card Business**

<p>Describe how and in what capacity your business stores, processes, and/or transmits cardholder data.</p>	<p>JetPay Payment Services, FL accepts card-not-present credit card data through their HTTPS/TLS web applications and clients have the ability to facilitate transactions on behalf of their end-users over the telephone and client owned card swipe devices. End-users can create an account, make a payment, and in limited cases register credit card data for reoccurring payments via JetPay Payment Services, FL's web-based Legacy or Magic systems. The credit card data is encrypted using Rijndael 256-bit or AES 256-bit encryption and stored in client dedicated Microsoft SQL databases. Payments can also be made via phone calls where payment information is manually entered into the Legacy or Magic by clients on behalf of the end-user. Cardholder data types for both acceptance channels include PANs, CVVs (in limited instances), cardholder name, and card expiration date. Some PANs, cardholder names, and card expiration date data is retained to allow recurring transactions. Other recurring transactions are facilitated through tokenization. CVV data is never stored after the transaction has been completed. Payment data is sent over HTTPS/TLS to process service providers for authentication, processing and settlement services. Transactional data is currently retained indefinitely. However, expired, stale and unused PAN data is purged after five years of inactivity.</p>
<p>Describe how and in what capacity your business is otherwise involved in or has the ability to impact the security of cardholder data.</p>	<p>JetPay Payment Services, Florida LLC is responsible for physical security, configuration and management of the systems and applications utilized to collect and submit credit card transactions.</p>

**Part 2c. Locations**

List types of facilities (for example, retail outlets, corporate offices, data centers, call centers, etc.) and a summary of locations included in the PCI DSS review.

Type of facility:	Number of facilities of this type	Location(s) of facility (city, country):
<i>Example: Retail outlets</i>	3	Boston, MA, USA
Datacenter	1	Birmingham, AL, USA
Corporate Office	1	Pensacola, FL, USA





**Part 2d. Payment Applications**

Does the organization use one or more Payment Applications?  Yes  No

Provide the following information regarding the Payment Applications your organization uses:

Payment Application Name	Version Number	Application Vendor	Is application PA-DSS Listed?	PA-DSS Listing Expiry date (if applicable)
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	

**Part 2e. Description of Environment**

Provide a **high-level** description of the environment covered by this assessment.

*For example:*

- *Connections into and out of the cardholder data environment (CDE).*
- *Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable.*

End-users and clients utilize HTTPS/TLS Web-based applications, Legacy and Magic, to transmit CHD to JetPay Payment Services, Florida LLC systems. Outgoing CHD are transmitted via HTTPS/TLS configured URLs which are entirely provided and managed by JetPay and Authorize.Net to process the transactions. The third-party transaction providers' secured URLs are invoked prior to transmission of CHD.

JetPay Payment Services, Florida LLC's processing systems reside within the corporate facility's datacenter and TekLink's Colocation/Datacenter and consists of Web Servers, Application Servers, Database Servers, Domain Controller, VPN and management/detection systems.

Does your business use network segmentation to affect the scope of your PCI DSS environment?  
*(Refer to "Network Segmentation" section of PCI DSS for guidance on network segmentation)*

Yes  No





Part 2f. Third-Party Service Providers	
Does your company have a relationship with a Qualified Integrator & Reseller (QIR) for the purpose of the services being validated?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If Yes:	
Name of QIR Company:	
QIR Individual Name:	
Description of services provided by QIR:	
Does your company have a relationship with one or more third-party service providers (for example, Qualified Integrator Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.) for the purpose of the services being validated?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>If Yes:</b>	
<b>Name of service provider:</b>	<b>Description of services provided:</b>
JetPay	Transaction Processing
Authorize.Net	Transaction Processing
<b>Note: Requirement 12.8 applies to all entities in this list.</b>	





**Part 2g. Summary of Requirements Tested**

For each PCI DSS Requirement, select one of the following:

- **Full** – The requirement and all sub-requirements of that requirement were assessed, and no sub-requirements were marked as “Not Tested” or “Not Applicable” in the ROC.
- **Partial** – One or more sub-requirements of that requirement were marked as “Not Tested” or “Not Applicable” in the ROC.
- **None** – All sub-requirements of that requirement were marked as “Not Tested” and/or “Not Applicable” in the ROC.

For all requirements identified as either “Partial” or “None,” provide details in the “Justification for Approach” column, including:

- Details of specific sub-requirements that were marked as either “Not Tested” and/or “Not Applicable” in the ROC
- Reason why sub-requirement(s) were not tested or not applicable

**Note:** One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.

<b>Name of Service Assessed:</b>		Magic and Legacy card payment processing systems.		
PCI DSS Requirement	Details of Requirements Assessed			Justification for Approach <small>(Required for all “Partial” and “None” responses. Identify which sub-requirements were not tested and the reason.)</small>
	Full	Partial	None	
Requirement 1:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><b>1.2.2.a,b - Routers are not utilized within the scoped environment.</b></p> <p><b>Components of 1.2.3.b - Wireless environments are not connected the CDE or scoped environment. Wireless access points are utilized at the corporate office suite but are segmented via a dedicated VLAN and do not transmit CHD.</b></p> <p><b>1.3.7.b - Private IP addresses are not disclosed externally.</b></p> <p><b>Components of 1.4.a - Portable computing devices are allowed to access the scoped environment over the Internet when outside the network.</b></p>
Requirement 2:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><b>2.1.1.a,b,c,d,e - Wireless environments are not connected the CDE. Wireless environments are not connected the CDE or scoped environment. Wireless access points are utilized at the corporate office suite but are segmented via a dedicated VLAN and do not transmit CHD.</b></p> <p><b>2.2.3.b - SSL/Early TLS is not utilized.</b></p> <p><b>2.3.e - SSL/Early TLS is not utilized.</b></p> <p><b>2.6 - JetPay Payment Services, Florida LLC is not a Shared Hosting Provider.</b></p>
Requirement 3:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><b>3.2.a,b - JetPay Payment Services, Florida LLC is not an issuer and does not support issuing services.</b></p>





				<p>3.4.c - Removable media is not utilized to store CHD.</p> <p>3.4.e - Hashed and truncated versions of the same PAN are not present in the CDE.</p> <p>3.4.1.a,b,c - Disk encryption technology is not utilized within the CDE.</p> <p>3.6.a - Cryptographic keys are not shared with customers for transmission or storage of CHD.</p> <p>3.6.2.b - Encryption keys are programmatically generated, encrypted, and stored. Encryption keys are never distributed.</p> <p>3.6.6.a,b - Clear-text cryptographic key-management operations are not utilized.</p>
Requirement 4:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>4.1.1 - Wireless environments are not connected the CDE or scoped environment. Wireless access points are utilized at the corporate office suite but are segmented via a dedicated VLAN and do not transmit CHD.</p> <p>4.2.a - CHD is not send over end-user technologies.</p>
Requirement 5:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>5.1.2 - All servers and workstations utilize antivirus.</p>
Requirement 6:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>6.4.4.a, b - No new applications were promoted to the production environment since the last assessment.</p> <p>6.4.6 - No significant changes were made since the last assessment.</p>
Requirement 7:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Requirement 8:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>8.1.3 - No terminated personnel had physical access to the scoped environment.</p> <p>8.1.5.b - No active vendor access exists to monitor.</p> <p>8.5.1 - JetPay Payment Services, Florida LLC does not have remote access to customer premises or systems.</p>
Requirement 9:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Components of 9.1 - Computer rooms are not utilized as part of, to interface with, or support of the CDE or the scoped environment.</p> <p>Components 9.1.3 - Wireless environments are not connected the CDE or scoped environment. Wireless access points are utilized at the corporate office suite but are segmented via a dedicated VLAN and do not transmit CHD.</p> <p>9.6.2.a, b - No media has been physically moved over the previous 12 months</p> <p>9.6.3 - No media has been physically moved over the previous 12 months</p> <p>9.9 - Devices capturing CHD via physical interaction are utilized by some clients, but it is the client's responsibility to evaluate, install, configure, and maintain these devices.</p>





				<p>9.9.1.a,b,c - Devices capturing CHD via physical interaction are utilized by some clients, but it is the client's responsibility to evaluate, install, configure, and maintain these devices.</p> <p>9.9.2.a,b - Devices capturing CHD via physical interaction are utilized by some clients, but it is the client's responsibility to evaluate, install, configure, and maintain these devices.</p> <p>9.9.3.a,b - Devices capturing CHD via physical interaction are utilized by some clients, but it is the client's responsibility to evaluate, install, configure, and maintain these devices.</p>
Requirement 10:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10.8.1.a,b - No security controls failed since the last assessment.
Requirement 11:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Components of 11.2.1.c - Third-parties perform vulnerability scans.</p> <p>Components of 11.2.2.b - External vulnerability rescans were not required to be performed.</p> <p>Components of 11.2.3.a, b, c - No significant infrastructure changes were made over the previous 12 months.</p> <p>Components of 11.3.1.a - No significant external infrastructure changes were made over the previous 12 months.</p> <p>Components of 11.3.1.b - Third-parties perform penetration testing.</p> <p>Components of 11.3.2.a - No significant internal infrastructure changes were made over the previous 12 months.</p> <p>Components of 11.3.2.b - Third-parties perform penetration testing.</p> <p>Components of 11.3.4.a,b,c - Segmentation is not utilized.</p> <p>11.3.4.1.a,b - Segmentation is not utilized.</p>
Requirement 12:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Components of 12.1 - Vendors and business partners have no need to access the CDE or scoped environment.
Appendix A1:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	JetPay Payment Services, Florida LLC is not a Shared Hosting Provider.
Appendix A2:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>A2.1 - Devices capturing CHD via physical interaction are utilized by some clients, but it is the client's responsibility to evaluate, install, configure, and maintain these devices.</p> <p>A2.2 - SSL/Early TLS is not utilized.</p> <p>A2.3 - SSL/Early TLS is not utilized.</p>





## Section 2: Report on Compliance

This Attestation of Compliance reflects the results of an onsite assessment, which is documented in an accompanying Report on Compliance (ROC).

The assessment documented in this attestation and in the ROC was completed on:	7/9/2018	
Have compensating controls been used to meet any requirement in the ROC?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Were any requirements in the ROC identified as being not applicable (N/A)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were any requirements not tested?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Were any requirements in the ROC unable to be met due to a legal constraint?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No





### Section 3: Validation and Attestation Details

#### Part 3. PCI DSS Validation

This AOC is based on results noted in the ROC dated 8/6/2018.

Based on the results documented in the ROC noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document (**check one**):

**Compliant:** All sections of the PCI DSS ROC are complete, all questions answered affirmatively, resulting in an overall **COMPLIANT** rating; thereby *JetPay Payment Services, Florida LLC* has demonstrated full compliance with the PCI DSS.

**Non-Compliant:** Not all sections of the PCI DSS ROC are complete, or not all questions are answered affirmatively, resulting in an overall **NON-COMPLIANT** rating, thereby \_\_\_\_\_ has not demonstrated full compliance with the PCI DSS.  
**Target Date** for Compliance:  
 An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with the payment brand(s) before completing Part 4.*

**Compliant but with Legal exception:** One or more requirements are marked "Not in Place" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand.  
*If checked, complete the following:*

Affected Requirement	Details of how legal constraint prevents requirement being met

#### Part 3a. Acknowledgement of Status

Signatory(s) confirms:  
(Check all that apply)

The ROC was completed according to the *PCI DSS Requirements and Security Assessment Procedures*, Version 3.2, and was completed according to the instructions therein.

All information within the above-referenced ROC and in this attestation fairly represents the results of my assessment in all material respects.

I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.

I have read the PCI DSS and I recognize that I must maintain PCI DSS compliance, as applicable to my environment, at all times.

If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.





**Part 3a. Acknowledgement of Status (continued)**

- No evidence of full track data<sup>1</sup>, CAV2, CVC2, CID, or CVV2 data<sup>2</sup>, or PIN data<sup>3</sup> storage after transaction authorization was found on ANY system reviewed during this assessment.
- ASV scans are being completed by the PCI SSC Approved Scanning Vendor Clone Systems, Inc. under certificate number 4262-01-11

**Part 3b. Service Provider Attestation**

Signature of Service Provider Executive Officer ↑	Date: 8/24/2018
Service Provider Executive Officer Name: JOHN C. CROUCH	Title: CIO

**Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)**

If a QSA was involved or assisted with this assessment, describe the role performed:	The QSA(s) assigned performed reviews of evidence, conducted interviews, and conducted all on-site visits associated with this assessment.
--	--

Signature of Duly Authorized Officer of QSA Company ↑	Date: 8/9/2018
Duly Authorized Officer Name: Joseph Kirkpatrick	QSA Company: Kirkpatrick Price, Inc.

**Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)**

If an ISA(s) was involved or assisted with this assessment, identify the ISA personnel and describe the role performed:	N/A
---	-----

<sup>1</sup> Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

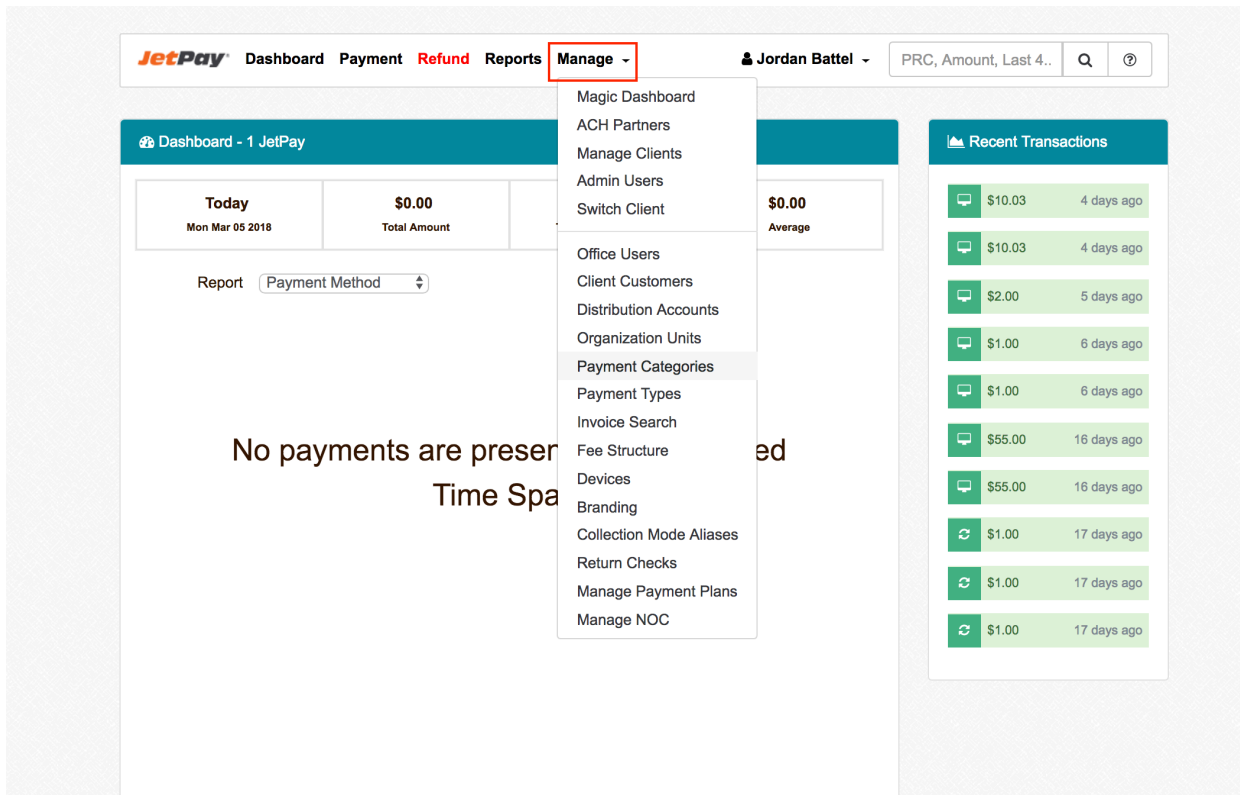
<sup>2</sup> The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

<sup>3</sup> Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.



8. The system allows for user security and allows for multiple administrative users.

To prevent unauthorized user access to the system, NCR's system has tiered levels of user access to our payment processing system, which is configurable to the City's needs. Various features and functionality within NCR's system are role based, and system administrators will have access to all functionality including all reports in NCR's system. City staff user credentials can be established to only have access to specific functions, such as only the ability to process payments and specific reports such as the My Transactions report which only shows a specific City Customer Service Representative the transactions that they have processed. These Customer Services Representatives can be limited to not being able to process voids/refunds within NCR's system. Additionally, with different departments established as organization units, department/organization units can be setup with credentials that only give them access to view only their department/organization unit reports, and only access to manage their specific department's payment types, payment categories, etc. Users can also be assigned to specific organization units, so they may only see and process payments for that department/organization unit's payment types. This role-based access is all configurable to satisfy the City's business rules. There is no limit to the number of administrative users within NCR's system and the configuration of system permissions is configurable to the City's business rules. For example, if there are administrative users who will only access the system for reports, these users can be provided with "view only" access which only lets them view reports. The process for adding and managing City employee's access to transaction history and research is all done under the manage office users tab. Under the manage office users tab, administrators would have the ability to create new users, do password resets for users who have been locked out, reactivate or deactivate users, and edit the level of access users have from a reporting and void/credit standpoint. On the manage user page administrators can also change what location the user's account has access to.



Below is a screenshot of the current client customer tab, office user tab, and edit user page:

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



Manage Users - [Redacted]

Search by User Name, Login Name, or Status					
Total Results: 202					
Display Name^	Login Name	Status	Role	Last Modified	+ Create a New User
[Redacted]	[Redacted]	Locked	Client Customer	2/6/2018	<input type="checkbox"/> Edit User <input type="checkbox"/> Change Password <input type="checkbox"/> Activate
[Redacted]	[Redacted]	Active	Client Customer	1/18/2017	<input type="checkbox"/> Edit User <input type="checkbox"/> Change Password <input type="checkbox"/> Deactivate
[Redacted]	[Redacted]	Active	Client Customer	1/19/2017	<input type="checkbox"/> Edit User <input type="checkbox"/> Change Password <input type="checkbox"/> Deactivate
[Redacted]	[Redacted]	Active	Client Customer	1/19/2017	<input type="checkbox"/> Edit User <input type="checkbox"/> Change Password <input type="checkbox"/> Deactivate
[Redacted]	[Redacted]	Active	Client Customer	6/14/2017	<input type="checkbox"/> Edit User <input type="checkbox"/> Change Password <input type="checkbox"/> Deactivate
[Redacted]	[Redacted]	Active	Client Customer	1/18/2017	<input type="checkbox"/> Edit User <input type="checkbox"/> Change Password <input type="checkbox"/> Deactivate
[Redacted]	[Redacted]	Active	Client Customer	1/19/2017	<input type="checkbox"/> Edit User <input type="checkbox"/> Change Password <input type="checkbox"/> Deactivate

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



### Manage Users - 1 JetPay

Total Results: 8

Display Name	Login Name	Status	Role	Last Modified	<input type="button" value="+ Create a New User"/>
Administrator	Admin2015	Active	Organization Administrator	3/21/2018	<input type="button" value="Edit User"/> <input type="button" value="Change Password"/> <input type="button" value="Deactivate"/>
DemoTeam	DemoTeam	Active	Client Administrator	3/7/2018	<input type="button" value="Edit User"/> <input type="button" value="Change Password"/> <input type="button" value="Deactivate"/>
jeff	jeff	Active	Organization Administrator	8/3/2017	<input type="button" value="Edit User"/> <input type="button" value="Change Password"/> <input type="button" value="Deactivate"/>
Live Admin Account	LiveAdminAccount	Active	Client Administrator	3/9/2017	<input type="button" value="Edit User"/> <input type="button" value="Change Password"/> <input type="button" value="Deactivate"/>
Lynn Yelverton	Yelverton2016	Active	Customer Service Representative	3/16/2018	<input type="button" value="Edit User"/> <input type="button" value="Change Password"/> <input type="button" value="Deactivate"/>
Shirley Everage	everages2017	Active	Client Administrator	9/1/2017	<input type="button" value="Edit User"/> <input type="button" value="Change Password"/> <input type="button" value="Deactivate"/>
Test	test	Active	Client Administrator	6/8/2016	<input type="button" value="Edit User"/> <input type="button" value="Change Password"/> <input type="button" value="Deactivate"/>
Test User	testuser	Active	Client Administrator	11/28/2016	<input type="button" value="Edit User"/> <input type="button" value="Change Password"/> <input type="button" value="Deactivate"/>

of

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



User Account Information

Display Name  
Administrator

Username  
Admin2015

Email  
admin@wowmetro.net

Contact Phone Number

Optional

Role  
Organization Administrator

Status  
Active

Preferred Time Zone

Payment Permissions

Can Process Payment

Can Process Credit

Can Process Void

Requires "Customer Service Representative" role.

Payment Type  
All payment types  
Payment type limits will be ignored for Administrator role users.

Advanced Settings

Organization Unit  
Administration

Legacy ID  
3

External System ID  
3  
The External System ID is used as a reference to find users in the system. Various import and export processes utilize the External System ID to process data.

Use 508 Payment Process

[Save](#)

9. The City may require transaction reports from the processor in order to audit all invoices for payment from the processor.

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



For daily and monthly reconciliations, City personnel can select the specific date range of transactions (i.e. all transactions for specific date or payment type summary for specific date) and compare the totals from these reports to what is in the settlement and funding batches for the specified date's transactions. The funding report provides clients with complete details on remittance batches and the respective remittance batch deposits. This report would allow the City to drill down and view the individual transactions contained in each individual remittance, match totals to ensure that it matches the specified date's all transaction or payment type summary totals and match the totals from the City's financial institution (deposits). Additionally, the City can view the All Transactions report, or a Payment Type Summary report grouped by organization unit/department location. The City can choose to settle by organization unit/department location as well and would be able to reconcile each organization unit deposit to the totals from the grouped by organization unit reports. Our reporting suite greatly simplifies remittance management efforts – the client is able to perform daily reconciliations which match to the penny, between their account software system, our platform and their financial institution (deposits). Real-time reporting capabilities are deeply integrated into the NCR payment solution. All reports in NCR's reporting suite are available in real-time ensuring a timely and accurate dissemination of information. Reports can be generated at any time by the client, and the client can be assured that the reports generated in our system will be accurate. Additionally, NCR has also provided raw data files of payment history to clients upon request for the client to generate their own custom reports, and NCR can implement customized ad hoc reports if they do not currently exist in our reporting suite upon request after meeting with the City to establish a mutually agreed upon timeline for the generation of said reports. Below are screenshots of the Reconciliation reports in NCR's reporting suite:

**Payment Type Summary**

2/16/2018 1:27:43 AM

2/1/2018 12:00:00 AM - 2/1/2018 11:59:00 PM | All Organization Units | All Payment Types | All Collection Modes

1. Credit Card				
Name	Transactions	Amount	Fee Amount	Total Remitted
2018 Real Estate Taxes	33	\$35,615.89	\$720.59	\$36,336.48
Commercial Electrical	2	\$819.63	\$16.89	\$836.52
Commercial Fire Alarm	1	\$110.50	\$2.46	\$112.96
Dumpster - Commercial	1	\$200.00	\$4.25	\$204.25
Dumpster - POD	1	\$25.00	\$0.75	\$25.75
Dumpster - Temporary	1	\$200.00	\$4.25	\$204.25
Facility Rental	2	\$375.00	\$8.00	\$383.00
Machinery - Temporary	1	\$80.00	\$1.85	\$81.85
Residential HVAC	1	\$146.50	\$3.18	\$149.68
<b>Credit Card Total:</b>	<b>43</b>	<b>\$37,572.52</b>	<b>\$762.22</b>	<b>\$38,334.74</b>
E-Check				
Name	Transactions	Amount	Fee Amount	Total Remitted
2018 Real Estate Taxes	38	\$65,063.07	\$19.00	\$65,082.07
<b>E-Check Total:</b>	<b>38</b>	<b>\$65,063.07</b>	<b>\$19.00</b>	<b>\$65,082.07</b>
<b>Total:</b>	<b>81</b>	<b>\$102,635.59</b>	<b>\$781.22</b>	<b>\$103,416.81</b>
<b>Overall Total:</b>	<b>81</b>	<b>\$102,635.59</b>	<b>\$781.22</b>	<b>\$103,416.81</b>

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



Funding Report

Selecting the individual batch shows each transaction included in the batch

2/16/2018 1:30:09 AM  
2/1/2018 12:00:00 AM - 2/5/2018 11:59:00 PM | All Organization Units | All Payment Types

1.	Date of Batch	Funding Date	Deposit Type	Organization Unit	Payment Type	TRN	Amount
1	01/30/2018	02/01/2018	Credit Card	QUICK MED CLAIMS	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$2,279.20
2	01/30/2018	02/01/2018	Credit Card	Tax	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$32,819.94
3	01/30/2018	02/01/2018	Credit Card	Rec Pro Permits	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$750.00
4	01/30/2018	02/01/2018	Credit Card	Permits, Licenses, and Inspections	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$1,456.24
5	01/31/2018	02/02/2018	Credit Card	QUICK MED CLAIMS	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$100.00
6	01/31/2018	02/02/2018	Credit Card	Tax	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$21,715.81
7	01/31/2018	02/02/2018	Credit Card	Rec Pro Permits	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$825.00
8	01/31/2018	02/02/2018	Credit Card	Public Works/ Permits	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$285.00
9	01/31/2018	02/02/2018	Credit Card	Permits, Licenses, and Inspections	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$576.00
10	01/31/2018	02/01/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180201_1015.fed</a>	\$75,183.92
11	02/01/2018	02/02/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180202_1048.fed</a>	\$65,063.07
12	02/01/2018	02/05/2018	Credit Card	Tax	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$35,615.89
13	02/01/2018	02/05/2018	Credit Card	Rec Pro Permits	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$375.00
14	02/01/2018	02/05/2018	Credit Card	Public Works/ Permits	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$505.00
15	02/01/2018	02/05/2018	Credit Card	Permits, Licenses, and Inspections	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$1,076.63
16	02/02/2018	02/05/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$132,022.50
17	02/03/2018	02/05/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$102,427.16
18	02/04/2018	02/05/2018	eCheck	Tax	All Payment Types	<a href="#">FT_180205_1004.fed</a>	\$111,202.89
						<b>Total :</b>	<b>\$584,279.25</b>
						<b>Overall Total :</b>	<b>\$584,279.25</b>

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



**Funding Details Report**

2/16/2018 1:58:30 AM  
FT\_180205\_1004.fed

1/31/2018 12:00:00 AM - 2/5/2018 11:59:00 PM | Tax | All Payment Types

	Trans/Reversal Date	PRC	Name	Card Number	TRN	Amount	Fee Amount	Total Remitted
1	2/1/2018 12:39:34 AM	<a href="#">20012430</a>		414720-xx-7350	FT_180205_1004.fed	\$262.06	\$5.49	\$267.55
2	2/1/2018 12:57:51 AM	<a href="#">20012431</a>		431196-xx-8818	FT_180205_1004.fed	\$314.84	\$6.55	\$321.39
3	2/1/2018 4:10:10 AM	<a href="#">20012432</a>		371342-xx-1001	FT_180205_1004.fed	\$3,769.11	\$75.63	\$3,844.74
4	2/1/2018 6:09:54 AM	<a href="#">20012433</a>		530785-xx-6795	FT_180205_1004.fed	\$896.48	\$18.18	\$914.66
5		<a href="#">20012434</a>		521531-xx-0892	FT_180205_1004.fed	\$1,600.84	\$32.27	\$1,633.11
6	2/1/2018 7:06:55 AM	<a href="#">20012437</a>		547497-xx-3849	FT_180205_1004.fed	\$200.00	\$4.25	\$204.25
7	2/1/2018 7:13:11 AM	<a href="#">20012439</a>		547497-xx-3849	FT_180205_1004.fed	\$200.00	\$4.25	\$204.25
8	2/1/2018 7:25:23 AM	<a href="#">20012440</a>		550806-xx-8724	FT_180205_1004.fed	\$150.00	\$3.25	\$153.25
9	2/1/2018 7:33:54 AM	<a href="#">20012441</a>		443040-xx-5731	FT_180205_1004.fed	\$185.74	\$3.96	\$189.70
10	2/1/2018 7:37:11 AM	<a href="#">20012442</a>		547182-xx-7063	FT_180205_1004.fed	\$184.40	\$3.94	\$188.34
11	2/1/2018 8:05:38 AM	<a href="#">20012443</a>		552433-xx-5560	FT_180205_1004.fed	\$1,389.21	\$28.03	\$1,417.24
12	2/1/2018 8:09:23 AM	<a href="#">20012445</a>		424631-xx-8231	FT_180205_1004.fed	\$110.50	\$2.46	\$112.96
13	2/1/2018 8:17:23 AM	<a href="#">20012448</a>		424631-xx-8231	FT_180205_1004.fed	\$135.13	\$2.95	\$138.08
14	2/1/2018 9:02:45 AM	<a href="#">20012450</a>		410977-xx-6948	FT_180205_1004.fed	\$894.75	\$18.15	\$912.90

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291) : Approval of Payment



**All Transactions Report**

2/16/2018 1:54:46 AM

2/1/2018 12:00:00 AM - 2/1/2018 11:59:00 PM | Tax | All Collection Modes

TRANSACTIONS - Gross											
	Date Effective	Date Entered	Time	PRC	Name	Card Type	Collection Mode	Amount	Fee Amount	Total Remitted	Date Funded
1	2/1/2018	2/1/2018	12:39 AM	<a href="#">20012430</a>		VISA	Web	\$262.06	\$5.49	\$267.55	2/5/2018
2	2/1/2018	2/1/2018	12:57 AM	<a href="#">20012431</a>		VISA	Web	\$314.84	\$6.55	\$321.39	2/5/2018
3	2/1/2018	2/1/2018	04:10 AM	<a href="#">20012432</a>		AMEX	Web	\$3,769.11	\$75.63	\$3,844.74	2/2/2018
4	2/1/2018	2/1/2018	06:09 AM	<a href="#">20012433</a>		MasterCard	Web	\$896.48	\$18.18	\$914.66	2/2/2018
5	2/1/2018	2/1/2018	06:16 AM	<a href="#">20012434</a>		MasterCard	Web	\$1,600.84	\$32.27	\$1,633.11	2/2/2018
6	2/1/2018	2/1/2018	06:59 AM	<a href="#">20012435</a>		MasterCard	Web	\$1,235.36	\$0.50	\$1,235.86	2/2/2018
7	2/1/2018	2/1/2018	07:33 AM	<a href="#">20012441</a>		VISA	Web	\$185.74	\$3.96	\$189.70	2/2/2018
8	2/1/2018	2/1/2018	07:37 AM	<a href="#">20012442</a>		MasterCard	IVR	\$184.40	\$3.94	\$188.34	2/2/2018
9	2/1/2018	2/1/2018	08:05 AM	<a href="#">20012443</a>		MasterCard	Web	\$1,389.21	\$28.03	\$1,417.24	2/2/2018
10	2/1/2018	2/1/2018	08:14 AM	<a href="#">20012446</a>		MasterCard	Web	\$4,409.44	\$0.50	\$4,409.94	2/2/2018
11	2/1/2018	2/1/2018	09:02 AM	<a href="#">20012449</a>		MasterCard	Web	\$483.85	\$0.50	\$484.35	2/2/2018
12	2/1/2018	2/1/2018	09:02 AM	<a href="#">20012450</a>		VISA	Web	\$894.75	\$18.15	\$912.90	2/2/2018
13	2/1/2018	2/1/2018	09:03 AM	<a href="#">20012451</a>		MasterCard	Web	\$2,531.14	\$0.50	\$2,531.64	2/2/2018
14	2/1/2018	2/1/2018	09:55 AM	<a href="#">20012456</a>		MasterCard	Web	\$1,097.46	\$0.50	\$1,097.96	2/2/2018
15	2/1/2018	2/1/2018	09:59 AM	<a href="#">20012457</a>		MasterCard	Web	\$4,535.10	\$0.50	\$4,535.60	2/2/2018
16	2/1/2018	2/1/2018	10:19 AM	<a href="#">20012458</a>		MasterCard	Web	\$4,843.41	\$0.50	\$4,843.91	2/2/2018
17	2/1/2018	2/1/2018	10:25 AM	<a href="#">20012459</a>		MasterCard	Web	\$243.01	\$0.50	\$243.51	2/2/2018
18	2/1/2018	2/1/2018	10:31 AM	<a href="#">20012460</a>		VISA	Web	\$223.00	\$4.71	\$227.71	2/2/2018
19	2/1/2018	2/1/2018	10:33 AM	<a href="#">20012461</a>		VISA	Web	\$1,102.80	\$22.31	\$1,125.11	2/2/2018
20	2/1/2018	2/1/2018	10:41 AM	<a href="#">20012462</a>		MasterCard	Web	\$336.18	\$0.50	\$336.68	2/2/2018

10. All credit card, e-checks and other payment type fees and all projects costs must be included in response. This includes any price sheets, with best and final offer. Negotiations may not be entertained.

# City of Reno - Pricing

NCR's business model is such that we strive to generate 100% of our revenues from transactional fees. By presenting one simple pricing structure, much of the ambiguity typically presented by card processors has been removed, making it easier for the City to anticipate the true cost which they or their consumers must incur. Additionally, this simple fee structure can be utilized across the City's various departments and their respective various transaction amounts.

Further, our platform could enable cost reductions and increased customer satisfaction through the use of our e-communication tools which enable the City to engage with its customers using SMS text or email on any topic including electronic bills, payment reminders, etc. The pricing below is fixed during the term and extension periods of any contract entered into.



**NCR INTEGRATION REIMBURSEMENT:**

NCR will reimburse up to \$10,000 for the City's actual cost for its integration vendor to develop an interface from the ONE platform hosted by Accela to NCR's payment processing platform. In the event that NCR service is terminated prior to the base term of its agreement, The City of Reno will return that portion of the NCR Integration Payment that equals the ratio of the period of time remaining from termination date to scheduled base term, times the amount of the NCR Integration Payment.

**TRANSACTION FEE (Applies to transactions whether transaction fee is absorbed or passed to customer)**

Credit/Debit Cards	2.00% + \$0.25 per transaction
e-Checks	\$0.50 per transaction

**Other Fees:**

The following items and services are offered at no additional charge to the County and Agencies:

- e-billing \$0.00
- IVR – Hosted Inbound \$0.00
- Installation/Implementation Fees \$0.00
- Training \$0.00
- Customization Services \$0.00
- Software Maintenance \$0.00
- Hosting \$0.00
- Licensing \$0.00
- Support \$0.00
- Annual Maintenance \$0.00

The following items will incur additional charges:

- EMV Equipment per device \$0.00  
NCR's preferred EMV device is the Pax S300 or Pax S500  
Purchase price includes a full warranty for the duration of the contract
- Chargeback Fee \$10
- Returned Checks for R01 NSF (fee paid by customer) \$20

**Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment**



REFERENCES

In the space provided below, Proposers shall provide the name, address, telephone number and contact person of the customers for whom they have performed for as described in this Request for Proposal.

Name, Address, Phone #, Contact Person

1. DuPage County Health Department  
111 N. County Farm Road, Wheaton, IL 60187  
Dave Buwick, CIO, 630-221-7311 Dave.Buwick@dupagehealth.org

2. RTC of Southern Nevada  
600 S. Grand Central Parkway, Suite 350, Las Vegas, NV 89106  
Michelle Whitney, Revenue Control Supervisor, 702-676-1928 whitney.m@rtc.state.nv.us

City of Reno Business License Number and Expiration date \_\_\_\_\_

Reno Municipal Code, Section 4.04.020 requires that any business operating within the City of Reno is required to possess a valid City of Reno business license. Be advised that upon award of a contract/agreement to perform services for the City of Reno, a current business license must be in your possession before commencing business.

Minority Status: Has this firm been certified as a minority, women-owned or disadvantaged business enterprise by any governmental agency? \_\_\_ Yes  No if yes, please specify government agency: \_\_\_\_\_  
Date of certification: \_\_\_\_\_

The above is for information only. The City of Reno encourages minority business participation; however, no preference shall be given.

Notice to disabled persons: The City of Reno will make reasonable accommodations for disabled persons who wish to submit RFPs or attend a RFP opening by contacting Marcie Wood prior to the RFP opening date.

Debarment and/or Suspension: As required by Executive Order 125.49, Debarment & Suspension, and implemented at 34CFR Part 85, the Proposer certifies that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from transactions with any Federal Department or Agency.

Pursuant to NRS 332.065, this RFP requires that a written certification be included certifying that the proposing company is not currently engaged in, and agrees for the duration of any

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment



EXCEPTIONS

Does the Proposer take exception to any of the terms or conditions of this Request for Proposal and attachment thereto, or specifications?  X  Yes   No If yes, please indicate the specific nature of the exception or clarification, in the space provided below. Attach additional sheet(s) if necessary.

"In case of default by the contractor (successful proposer), the City may procure the product(s) or service from

other sources and hold the contractor responsible for any excess cost occasioned thereby."

- NCR WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES

"Default by the Proposer in any manner including failure or refusal to furnish any product(s) or service at the price and/or the time specified in the RFP may be considered cause to commence with proceedings against any surety held with the RFP, or assess a penalty equal to five (5) percent of the total RFP price."

- NCR TO INCLUDE (1) STANDARD NOTICE AND CURE RIGHTS FOR BREACH; AND (2) STANDARD SLA'S FOR UPTIME AND SUPPORT. NCR WILL INCLUDE STANDARD TERMINATION PROVISIONS FOR BREACH BUT WILL NOT AGREE TO A 5% PENALTY.

Firm Name NCR Payment Solutions, FL, LLC  
Address 316 S. Baylen Street #590  
City Kensada  
State FL Zip 32502  
Telephone 850-858-3321  
Fax 850-444-9331  
E-Mail Chris.Battel@NCR.com  
Proposers Federal Tax ID # \_\_\_\_\_  
(May be requested at a later date)

In compliance with this "Request for Proposal" and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if this bid is accepted to furnish any and all goods and services described herein at the prices, terms and delivery stated

Signature Christopher F. Battel  
Print Name Christopher F Battel  
Print Title Head of Government Payment Solut.

If further space is required, please attach additional sheets

DISCLOSURE OF PRINCIPALS  
Please print or type

<u>NCR Payment Solutions, FL, LLC</u> Company Name	<u>850-458-3321</u> Telephone Number with area code
<u>316 S. Baylen Street #590</u> Street Address	<u>950-444-9331</u> Fax Number with area code
<u>Pensacola, FL 32502</u> City, State and Zip Code	 Federal Tax Identification Number

Names of Officers or Owners of Concern, Partnership, Etc

<u>Christopher Battel</u> Name	<u>Head of Government Payment Solutions</u> Official Capacity
<u>(same as above)</u> Street Address	 City, State and Zip Code
<u>Gregory Krzemien</u> Name	<u>CFO</u> Official Capacity
<u>7450 Tighman Street</u> Street Address	<u>Allentown, PA 18106</u> City, State and Zip Code
<u>Leanne Cropper</u> Name	<u>President</u> Official Capacity
<u>7450 Tighman Street</u> Street Address	<u>Allentown, PA 18106</u> City, State and Zip Code
<u>Vladimir Samoylenko</u> Name	<u>Secretary</u> Official Capacity
<u>7450 Tighman Street</u> Street Address	<u>Allentown, PA 18106</u> City, State and Zip Code
<u>John Boudreau</u> Name	<u>Treasurer</u> Official Capacity
<u>7450 Tighman Street</u> Street Address	<u>Allentown, PA 18106</u> City, State and Zip Code

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment

I/ we hereby certify the Instructions and Terms and Conditions have been read and agree to:  
(Print)

NCR Payment Solutions, FL, LLC  
Address

316 S. Baylen Street #590, Pensacola, FL 32502  
Phone

850-858-3321 phone 850-444-9331 fax  
Fax

Representative Christopher F Battel  
Print Name

Christopher F Battel  
Signature

Vendor acknowledges 24 pages of this RFP. Date 7/10/2019

**This Section Left Intentionally Blank**

Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment

Christopher F Battel of NCR Payment Solutions, PC, LLC  
Print Name Firm Name

acknowledge receipt of Addenda #1 (2 pages) for RFP 2020-01 on 7/5/2019  
Date

This addendum must be completed and returned with your documents.



Marcie Wood  
Purchasing Technician



Attachment: NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (11291 : Approval of Payment

# Merchant Application & Agreement

<b>ISO/Agent ID# &amp; Name:</b>	<b>Sales Agent Name &amp; ID#</b>
<b>NOTICE: AGENTS MUST INCLUDE THEIR ID IN ORDER TO RECEIVE CREDIT FOR THE APPLICATION.</b>	

**Merchant Name** (DBA or Trade) \_\_\_\_\_ **Legal Name** (if different) \_\_\_\_\_ **Tax ID:** \_\_\_\_\_

**City of Reno**

**Location Address** \_\_\_\_\_ **Address** \_\_\_\_\_

Address 1: **1 E First Street** Address 1: \_\_\_\_\_

Address 2: **P.O. Box 1900** Address 2: \_\_\_\_\_

City: **Reno** State: **NV** Zip Code: **89505** City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

DBA Phone Number: **(775) 334-4636** Name (to Appear on Cardholder Statement): **City of Reno Permits**

Company Website: **www.reno.gov** Phone # (to Appear on Cardholder Statement if MO/TO): \_\_\_\_\_

**Contact Information** (Select any/all that apply. Owner1 will be used for those not selected.)  Account Maintenance  Statements  PCI  Chargebacks

Name: **Heather George** E-mail: **financefl@jetpay.com** Phone: **866-756-6041** Fax: **850-444-9331**

Address: **316 S. Baylen Street, Ste. 590** City: **Pensacola** State: **FL** Zip: **32502**

**Business Type:**  Individual/Sole Proprietor  Corporation  Private  Non-Profit  Partnership  LLC (State\_\_\_\_)  Publicly Traded  Government

Average Ticket Amount \$ 1106.00 Highest Ticket Amount \$ 10000.0 Monthly AXP/VIS/MC/DISC Network Volume \$ 111,719 #of Daily Transactions: 101 #of Employees 20+

Does this location currently take AMERICAN EXPRESS™/VISA®/MASTERCARD®/DISCOVER Network®?  Yes  No Reason for leaving? New processor

Has the Merchant/Owner ever been terminated from accepting cards for any business?  Yes  No If Yes, please explain? \_\_\_\_\_

#Years in Business: \_\_\_\_\_ Has Merchant or Owners/Principals ever filed bankruptcy?  Yes  No  Business Bankruptcy

If yes, please provide explanation: \_\_\_\_\_

### Owner/Officer Information:

Owner 1 Name: _____ Title: _____ (First, Middle Initial, Last)	Owner 2 Name: <b>Not required</b> Title: _____ (First, Middle Initial, Last)
Address Line 1: _____	Address Line 1: _____
Address Line 2: _____	Address Line 2: _____
City: _____ State _____ Zip _____ Country _____	City: _____ State _____ Zip _____ Country _____
Home Phone: _____ Cell: _____ Fax: _____	Home Phone: _____ Cell: _____ Fax: _____
E-mail Address: _____	E-mail Address: _____
US Citizen: <input type="checkbox"/> Yes <input type="checkbox"/> No	US Citizen: <input type="checkbox"/> Yes <input type="checkbox"/> No

### American Express:

**EXISTING ACCOUNTS:** If you currently accept AXP payments, and your AXP volume is more than \$1MM annually, you must submit your existing AXP#. Please submit your current SE# and we will convey this to AMEX. Existing AXP SE#: \_\_\_\_\_

**NEW ACCOUNTS:** If you do not currently accept AXP payments, and your annual volume is less than \$1MM, we will assign you an AXP# for this account so you can start accepting AXP payments. If you do not currently have an AXP#, and your annual volume is more than \$1MM we will direct you to AXP for direct setup. In the event your volume exceeds more than \$1MM annually, you may be moved directly to AXP. **Opt out of AXP Offers and Promotions:** If you do not wish to receive future offers or promotions of AXP products or services from AXP via offline or online means (such as traditional mail and telephone), please contact customer service with applicable law, for us to process your opt-out request email customer service at: assist@jetpay.com. Merchant has the right not to accept all Card Association card types. Some Point of Sales software and programs cannot prohibit the acceptance of specific types of payment cards; therefore, it is the merchant's responsibility to enforce this. If you qualify, JetPay as processor, and not Merchant Bank, will settle American Express.

**Acquiring Bank Disclosure**  
 BMO Harris Bank N.A., 150 N. Martingale Rd, Ste 900 Schaumburg, IL 60173 847-240-6600

**Processor Disclosure**  
Processor listed throughout this agreement will refer to the entity, JetPay Payment Services, TX, LLC, 3361 Boyington Dr. Ste. 180, Carrollton, TX. 75006. In combination with JetPay Payment Services, FL, LLC. JetPay is your Acquirer for Discover Network and American Express (OptBlue) card transactions.

**Member Bank (Acquirer) Responsibilities:**

- The Bank is the only entity approved to extend acceptance of Card Organization products directly to a Merchant.
- The Bank must be a principal (signor) to the Merchant Agreement.
- The Bank is responsible for educating merchants on pertinent Visa and MasterCard Rules with which Merchants must comply, and this information is also provided by Processor.
- The Bank is responsible for and must provide settlement funds to the Merchant.
- The Bank is responsible for all funds held in reserve.

**Important Merchant Responsibilities**

- Ensure Compliance with cardholder data security and storage requirements.
- Maintain fraud and chargebacks below Card Organization thresholds.
- Review and understand the terms of the Merchant Agreement.
- Comply with Card Organization Rules.
- Retain a signed copy of this disclosure page.

**Merchant Resources:**  
Please visit <https://www.jetpay.com/government-terms-and-conditions.pdf>  
The responsibilities above do not replace the terms of the Merchant Agreement and are provided to ensure the Merchant understands important obligations of each party.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Merchant Application & Agreement

**QIR Certification:**

Name: Not applicable

Number: not applicable

**Virtual Terminal:** See appendix A

**Gateway Name:** See Appendix A

**Software Name:** See appendix A

**Third Party Chargeback Service Company:**

\_\_\_\_\_

**Banking Information:**

**Main Deposit Account**

Bank Name 1: \_\_\_\_\_

Account Name 1: \_\_\_\_\_

Account Type 1: \_\_\_\_\_

Routing #1: \_\_\_\_\_

Account #1: \_\_\_\_\_

**Fee Account (if different than Main Deposit Account)**

Bank Name 2: Not required

Account Name 2: \_\_\_\_\_

Account Type 2: \_\_\_\_\_

Routing #2: \_\_\_\_\_

Account #2: \_\_\_\_\_

**Disclaimer**

MERCHANT may select to participate in third party services that are not provided by BANK. MERCHANT agrees that BANK is not a party to any agreement for services that are provided by a third party and any such agreement is strictly between MERCHANT and the company providing the service. MERCHANT must be approved by each third party company and each company may send its terms and conditions to the address of MERCHANT indicated herein upon such approval. MERCHANT agrees to be bound by such company's terms and conditions.

**Acknowledgments and Signature**

By executing this Merchant Application and Agreement ("Merchant Application") on behalf of the merchant described above (the "Merchant"), the undersigned individual(s): (i) represent(s) and warrant(s) that all information contained in this Merchant Application is true, correct, and complete as of the date of this Merchant Application and any fines, losses, or penalties that arise due to in-accurate information will be assessed to the Merchant, and that such individual(s) have the requisite corporate power and authority to complete and submit this Merchant Application and provide the acknowledgments, authorizations, and agreements set forth below, both on behalf of the Merchant and individually; (ii) acknowledge(s) that the information contained in this Merchant Application is provided for the purpose of obtaining, pricing, and acceptance for processing or maintaining a merchant account with Processor and Bank on behalf of the Merchant; (iii) authorize Processor and Bank to investigate the credit of the Merchant and each person listed on this Merchant Application; and (iv) agree, on behalf of the Merchant and in the event this Merchant Application is accepted and executed by Bank and Processor, to all of the terms and conditions set forth in the Merchant Agreement (defined below), Schedules, Addenda, and Fees, as shown in Exhibit/Appendix/Schedule A as a separate attachment or fees listed in a separate agreement. The Merchant and undersigned individuals understand it is their responsibility to carefully review the terms and conditions of the merchant agreement provided and available at <https://www.jetpay.com/government-terms-and-conditions.pdf> (the "Merchant Agreement"), and the Card Associations Operating Rules, which are hereby incorporated by reference. By signing below, you acknowledge that you have read, understood and agree to those terms and conditions and that you agree to accept electronic notification of any changes to those terms and conditions as updated from time to time at the Processor WEB address for merchant terms listed above. If the merchant is a corporation, its proper Corporate Officers must sign. This Agreement may be signed by one or more counterparts and all signed agreements shall be considered as one, below and by signing below state they are valid signers for such corporation.

**Merchant Owner 1**

Signature of office/Owner: \_\_\_\_\_ **Date:** \_\_\_\_\_

**Merchant Owner 2**

Signature of officer/Owner: Not required **Date:** \_\_\_\_\_

**Bank Signature and & title:**

\_\_\_\_\_ **Date:** \_\_\_\_\_

**Processor Signature and & title:**

\_\_\_\_\_ **Date:** \_\_\_\_\_

**IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT**

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each beneficial owner who has 25% or more of ownership and all controlling person(s) of this entity.

Attachment: RFP City of Reno Agreement 7.26.2019 - Ver1 (11291 : Approval of Payment Processor Contract)

# Merchant Application & Agreement

## NATURE OF BUSINESS:

What type of service or product is being sold: Government services

Merchant Type:  Retail  Restaurant  MOTO  Internet/Gateway  Other: Government

Sales Method: (by percent, total should = 100%) Retail Swipe 10 % Internet 60 % Mail Order \_\_\_\_\_ % Phone \_\_\_\_\_ % Mobile 30 %

When is the card charged?  On Order  On Shipment  Other (please explain): \_\_\_\_\_  Recurring Payments \_\_\_\_\_ %

When is the product or service delivered?  Time of Sale  1-3 Days  4-5 Days  6-10 Days  11-15 Days  16+ Days

Seasonal Sales?  Yes  No

If yes, check all that apply:  Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Refund Policy:  No Refund  30 Days or Less  Exchange  Other: \_\_\_\_\_

## Merchant PCI DSS Information

IS YOUR ORGANIZATION CURRENTLY PCI DSS COMPLIANT?  Yes  No PCI Contact Name: \_\_\_\_\_ e-mail \_\_\_\_\_

If YES, Merchant MUST submit a current PCI DSS certificate in order to OPT OUT of Processor's Compliance Program (not PCI Breach Insurance).

Active PCI DSS compliance is required to obtain a merchant account. By participating in Processor's PCI Compliance program, you will gain access to PCI DSS compliance documentation, assistance in completing tasks required to become complaint and gain PCI breach insurance policy coverage. Your coverage will begin on the first day of the month after signing this agreement. The above contact will be contacted with login information. Contact [compliance@jetpay.com](mailto:compliance@jetpay.com) for additional information regarding the Processor's Compliance Program and PCI Breach Insurance. This provided name and email will be contacted with login credentials.

### Card Brands to Accept :

VISA  MC  DISC  PIN DEBIT  AMEX

Attachment: RFP City of Reno Agreement 7.26.2019 - Ver1 (11291 : Approval of Payment Processor Contract)



# Appendix B

## EXCEPTIONS

Does the Proposer take exception to any of the terms or conditions of this Request for Proposal and attachment thereto, or specifications?  X  Yes   No If yes, please indicate the specific nature of the exception or clarification, in the space provided below. Attach additional sheet(s) if necessary.

"In case of default by the contractor (successful proposer), the City may procure the product(s) or service from

other sources and hold the contractor responsible for any excess cost occasioned thereby."

- NCR WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES

"Default by the Proposer in any manner including failure or refusal to furnish any product(s) or service at the price and/or the time specified in the RFP may be considered cause to commence with proceedings against any surety held with the RFP, or assess a penalty equal to five (5) percent of the total RFP price."

- NCR TO INCLUDE (1) STANDARD NOTICE AND CURE RIGHTS FOR BREACH; AND (2) STANDARD SLA'S FOR UPTIME AND SUPPORT. NCR WILL INCLUDE STANDARD TERMINATION PROVISIONS FOR BREACH BUT WILL NOT AGREE TO A 5% PENALTY.

Firm Name NCR Payment Solutions, FL, LLC  
Address 316 S. Baylen Street #590  
City Rensselaer  
State FL Zip 32502  
Telephone 850-858-3321  
Fax 850-444-9331  
E-Mail Chris.Battel@NCR.com  
Proposers Federal Tax ID # \_\_\_\_\_  
(May be requested at a later date)

In compliance with this "Request for Proposal" and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if this bid is accepted to furnish any and all goods and services described herein at the prices, terms and delivery stated

Signature Christopher F. Battel  
Print Name Christopher F Battel  
Print Title Head of Government Payment Solut.

If further space is required, please attach additional sheets

# Request for Taxpayer Identification Number and Certification

**Give Form to the  
requester. Do not  
send to the IRS.**

<b>Print or type See Specific Instructions on page 2.</b>	Name (as shown on your income tax return)	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate  <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____  <input type="checkbox"/> Other (see instructions) ▶ _____	Exemptions (see instructions):  Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
List account number(s) here (optional)		

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number									

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Employer identification number									

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below), and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

<b>Sign Here</b>	Signature of U.S. person ▶	Date ▶
------------------	----------------------------	--------

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** The IRS has created a page on IRS.gov for information about Form W-9, at [www.irs.gov/w9](http://www.irs.gov/w9). Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the

withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

CONTRACT FOR INDEPENDENT CONTRACTOR SERVICES  
BETWEEN THE  
CITY OF RENO  
and

NCR Payment Solutions, FL, LLC  
CONTRACTOR

THIS CONTRACT is made and entered into by and between the City of Reno, a Nevada municipal corporation ("City"), and NCR Payment Solutions, FL, LLC ("Contractor").

WHEREAS, the City deems it advisable to engage the services of the Contractor, and it appears that such services can be performed more economically under a contract; and

WHEREAS, the Contractor has signified a desire to provide services as set forth in the response to the City's Request for Proposal;

NOW THEREFORE, in consideration of the premises and of their mutual and dependent agreements, the parties hereto agree as set forth in the following terms and conditions, the Request for Proposal No. 2020-01 including all applicable addendums and amendments, and Contractor's response thereto, all of which are incorporated herein by reference and made a part hereof.

1. PROFESSIONAL STANDARDS. The Contractor shall provide the services set forth herein in a workmanlike manner consistent with standards in the trade, profession, or industry; and shall conform to or exceed the specifications set forth in the incorporated attachments; and shall be fit for ordinary use, of good quality, with no material defects.
2. EMPLOYMENT OF CITY EMPLOYEES. The Contractor shall not engage the services of any person or persons now employed by the City, including any department, commission or board thereof, to provide services relating to this Contract.
3. NONDISCRIMINATION. In connection with the performance of work under this Contract, the Contractor shall not discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability or national origin.
4. CONTRACT TERM. This Contract shall be effective from approval by the City Council (as delegated, prior authorized or otherwise) on August 14, 2019 to August 13, 2024, unless sooner terminated by either party as specified in this Contract.
5. NOTICE. Unless otherwise specified, termination shall not be effective until 30 calendar days after a party has served written notice of default, or without cause upon the other party. All notices or other communications required or permitted to be given under this Contract shall be in writing and shall be deemed to have been duly given if delivered personally in hand, by telephonic facsimile with simultaneous regular mail, or mailed certified mail, return receipt requested, postage prepaid on the date posted, and addressed to the other party at the address specified above.
6. CONSIDERATION. The parties agree that Contractor will provide the services specified in paragraph seven (7) at a cost of: for a price based on user fees, which is anticipated to be \$300,000.00 a year over the five year contract term for a not to exceed amount of \$1,500,000.00.
7. INCORPORATED DOCUMENTS – SCOPE OF WORK. The parties agree that the scope of work shall be specifically described in attachments. This Contract incorporates the following attachments in descending order of constructive precedence:

ATTACHMENT A: City's Solicitation / RFP (and all Attachments, Amendments and Addendums thereto)  
 ATTACHMENT B: Contractor's RFP Response

8. INCORPORATION. The parties agree that the terms and conditions listed on incorporated attachments of this Contract are also specifically a part of this Contract.

9. TIMELINESS OF BILLING SUBMISSIONS. The parties agree that timeliness of billing is of the essence to the contract and recognize that the City is on a fiscal year that ends every June 30th. Invoicing for all work shall be at the rates and intervals as set forth in the incorporated attachments.

10. INSPECTION & AUDIT.

a. Books and Records. Contractor agrees to keep and maintain under generally accepted accounting principles (GAAP) full, true and complete records, contracts, books, and documents as are necessary to fully disclose to the City, or the State or United States Government in the event that they provide any funding, or their authorized representatives, upon audits or reviews, sufficient information to determine compliance with all City ordinances, and state and federal regulations and statutes.

b. Inspection & Audit. Contractor agrees that the relevant books, records (written, electronic, computer related or otherwise), including, without limitation, relevant accounting procedures and practices of Contractor or its subcontractors, financial statements and supporting documentation, and documentation related to the work product shall be subject, at any reasonable time, to inspection, examination, review, audit, and copying at any office or location of Contractor where such records may be found during business hours, with or without notice by the City or its authorized agent (and State or Legislative Auditor when applicable), and with regard to any federal funding, the relevant federal agency, the Comptroller General, the General Accounting Office, the Office of the Inspector General, or any of their authorized representatives.

c. Period of Retention. All books, records, reports, and statements relevant to this Contract must be retained a minimum three (3) years, and for five (5) years if any federal funds are used, after the date of execution of the contract or from the date of the cancellation of the process for which the records were created. Retention time shall be extended when an audit is scheduled or in progress for a period reasonably necessary to complete an audit and/or to complete any administrative and judicial litigation which may ensue.

11. CONTRACT TERMINATION.

a. Termination Without Cause. Any discretionary or vested right of renewal notwithstanding, this Contract may be terminated upon written notice by mutual consent of both parties, or unilaterally by either party without cause.

b. Termination for Non-Appropriation. The continuation of this Contract beyond the fiscal year is subject to and contingent upon sufficient funds being appropriated, budgeted, and otherwise made available by the Reno City Council and/or federal sources. The City may terminate this Contract, and Contractor waives any and all claim(s) for damages, effective immediately upon receipt of written notice (or any date specified therein) if for any reason the City Department/Agency's funding from City and/or federal sources is not appropriated or is withdrawn, limited, or impaired in either a City, State or federal fiscal year.

c. Cause Termination for Default or Breach. A default or breach may be declared with or without termination. This Contract may be terminated by either party upon written notice of default or breach to the other party.

i. Time to Correct. Termination upon a declared default or breach may be exercised only after service of formal written notice, and the subsequent failure of the defaulting party within fifteen (15) calendar days of receipt of that notice to provide evidence, satisfactory to the aggrieved party, showing that the declared default or breach has been corrected.

d. Winding Up Affairs Upon Termination. In the event of termination of this Contract for any reason, the parties agree that the provisions of this paragraph survive termination:

i. The parties shall account for and properly present to each other all claims for fees and expenses and pay those which are undisputed and otherwise not subject to set off under this Contract. Neither party may withhold performance of winding up provisions solely based on nonpayment of fees or expenses accrued up to the time of termination;

- ii. Contractor shall satisfactorily complete work in progress at the agreed rate (or a pro rata basis if necessary) if so requested by the City;
- iii. Contractor shall execute any documents and take any actions necessary to effectuate an assignment of this Contract if so requested by the City;
- iv. Contractor shall preserve, protect and promptly deliver into City possession all property of the City.

12. REMEDIES. Except as otherwise provided for by law or this Contract, the rights and remedies of the parties shall not be exclusive and are in addition to any other rights and remedies provided by law or equity, including, without limitation, actual damages, and to a prevailing party reasonable attorneys' fees and costs.

13. LIMITED LIABILITY. The City will not waive and intends to assert available NRS chapter 41 liability limitations in all cases. Contract liability of both parties shall not be subject to punitive damages. Liquidated damages shall not apply unless otherwise specified in the incorporated attachments. Damages for any City breach shall never exceed the amount of funds appropriated and authorized for payment under this Contract, but not yet paid to Contractor, for the fiscal year budget in existence at the time of the breach. Damages for any Contractor breach shall not exceed one hundred and fifty percent (150%) of the contract maximum "not to exceed" value. Contractor's tort liability shall not be limited.

14. FORCE MAJEURE. Neither party shall be deemed to be in violation of this Contract if it is prevented from performing any of its obligations hereunder due to strikes, failure of public transportation, civil or military authority, act of public enemy, accidents, fires, explosions, or acts of God, including without limitation, earthquakes, floods, winds, or storms. In such an event the intervening cause must not be through the fault of the party asserting such an excuse, and the excused party is obligated to promptly perform in accordance with the terms of the Contract after the intervening cause ceases.

15. INDEMNIFICATION & HOLD HARMLESS. To the fullest extent permitted by law Contractor shall indemnify, hold harmless and defend, not excluding the City's right to participate, the City from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys' fees and costs, arising out of any alleged negligent or willful acts or omissions of Contractor, its officers, employees and agents.

16. INDEPENDENT CONTRACTOR. Contractor is associated with the City only for the purposes and to the extent specified in this Contract, and in respect to performance of the contracted services pursuant to this Contract, Contractor is and shall be an independent contractor and, subject only to the terms of this Contract, shall have the sole right to supervise, manage, operate, control, and direct performance of the details incident to its duties under this Contract. Nothing contained in this Contract shall be deemed or construed to create a partnership or joint venture, to create relationships of an employer-employee or principal-agent, or to otherwise create any liability for the City whatsoever with respect to the indebtedness, liabilities, and obligations of Contractor or any other party.

17. INSURANCE. Contractor shall procure and maintain Comprehensive or Commercial General Liability Insurance (occurrence form) from a carrier licensed to do business in the State of Nevada with a Best rating of A.VII or above. Minimum acceptable policy limits shall be in an amount of not less than two million dollars (\$2,000,000.00), combined, single limit, occurrence based policy, in a form satisfactory to the City. A certificate of insurance evidencing said coverage shall be supplied by Contractor upon request, naming the City as an Additional Insured under the liability policy. The liability policy shall contain a provision that such policy shall not be cancelled until at least thirty (30) days prior written notice of cancellation has been received by the City for any reason other than non-payment of premium and for non-payment of premium at least ten (10) days prior written notice of cancellation.

Contractor shall, upon request, deliver to City of Reno evidence of worker's compensation as required by the State of Nevada.

18. COMPLIANCE WITH LEGAL OBLIGATIONS. Contractor shall procure and maintain for the duration of this Contract any state, county, city or federal license, authorization, waiver, permit, qualification or certification required by statute, ordinance, law, or regulation to be held by Contractor to provide the goods or

services required by this Contract. Contractor will be responsible to pay all taxes, assessments, fees, premiums, permits, and licenses required by law or ordinance. Real property and personal property taxes are the responsibility of Contractor in accordance with NRS 361.157 and NRS 361.159. Contractor agrees to be responsible for payment of any such government obligations not paid by its subcontractors during performance of this Contract.

19. WAIVER OF BREACH. Failure to declare a breach or the actual waiver of any particular breach of the Contract or its material or nonmaterial terms by either party shall not operate as a waiver by such party of any of its rights or remedies as to any other breach.

20. SEVERABILITY. If any provision contained in this Contract is held to be unenforceable by a court of law or equity, this Contract shall be construed as if such provision did not exist and the non-enforceability of such provision shall not be held to render any other provision or provisions of this Contract unenforceable.

21. ASSIGNMENT/DELEGATION. To the extent that any assignment of any right under this Contract changes the duty of either party, increases the burden or risk involved, impairs the chances of obtaining the performance of this Contract, attempts to operate as a novation, or includes a waiver or abrogation of any defense to payment by City, such offending portion of the assignment shall be void, and shall be a breach of this Contract. Contractor shall neither assign, transfer nor delegate any rights, obligations nor duties under this Contract without the prior written consent of the City.

22. CITY OWNERSHIP OF PROPRIETARY INFORMATION. Any reports, histories, studies, tests, manuals, instructions, photographs, negatives, blue prints, plans, maps, data, system designs, computer code (which is intended to be consideration under the Contract), or any other documents or drawings, prepared or in the course of preparation by Contractor (or its subcontractors) in performance of its obligations under this Contract shall be the exclusive property of the City and all such materials shall be delivered into City possession by Contractor upon completion, termination, or cancellation of this Contract. Notwithstanding the foregoing, the City shall have no proprietary interest in any materials licensed for use by the City that are subject to patent, trademark or copyright protection.

23. PUBLIC RECORDS. Pursuant to NRS 239.010, information or documents received from Contractor may be open to public inspection and copying. The City has a legal obligation to disclose such information unless a particular record is made confidential by law or a common law balancing of interests. Contractor may label specific parts of an individual document as a trade secret or confidential proprietary information in accordance with NRS 332.061, provided that Contractor thereby agrees to indemnify and defend the City for honoring such a designation. The failure to so label any document that is released by the City shall constitute a complete waiver of any and all claims for damages caused by any release of the records.

24. CONFIDENTIALITY. Contractor shall keep confidential all information, in whatever form, produced, prepared, observed or received by Contractor to the extent that such information is confidential by law or otherwise required by this Contract.

25. PROPER AUTHORITY. The parties hereto represent and warrant that the person executing this Contract on behalf of each party has full power and authority to enter into this Contract. Any services performed by Contractor before this Contract is effective, or after it ceases to be effective, or beyond its maximum authorized consideration, shall be performed at the sole risk of Contractor.

26. GOVERNING LAW; JURISDICTION. This Contract and the rights and obligations of the parties hereto shall be governed by, and construed according to, the laws of the State of Nevada and the ordinances of the City of Reno, without giving effect to any principle of conflict-of-law that would require the application of the law of any other jurisdiction. The parties consent to the exclusive jurisdiction of the Second Judicial District Court, Washoe County, Nevada for enforcement of this Contract.

27. ENTIRE CONTRACT AND MODIFICATION. This Contract and its integrated attachment(s) constitute the entire agreement of the parties and as such are intended to be the complete and exclusive statement of the promises, representations, negotiations, discussions, and other agreements that may have been made in

connection with the subject matter hereof. Headings are for convenience only and shall not be construed as material. Unless an integrated attachment to this Contract specifically displays a mutual intent to amend a particular part of this Contract, general conflicts in language between any such attachment and this Contract shall be construed consistent with the terms of this Contract. Unless otherwise expressly authorized by the terms of this Contract, no modification or amendment to this Contract shall be binding upon the parties unless the same is in writing and signed and approved by the respective parties hereto. This Contract may be executed in counterparts.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed and intend to be legally bound thereby.

\_\_\_\_\_  
NCR Payment Solutions, FL, LLC's Signature      Date      \_\_\_\_\_  
NCR Payment Solutions, FL, LLC 's Title

**CITY OF RENO**

**ATTEST:**

By: \_\_\_\_\_  
Hillary L. Schieve, Mayor

By: \_\_\_\_\_  
Ashley D. Turney, City Clerk

APPROVED AS TO FORM

By: \_\_\_\_\_  
City Attorney