



**ADVANCING THE WAY
THE WORLD PAYS, BANKS
AND INVESTS™**

Proposal for Payment Products and Solutions

Region 10

RFP No. R10-1107

November 5, 2020



Submitted by:

Chris McCarney, Director Enterprise Sales

Phone: (804)920-4669

Email: chris.mccarney@fisglobal.com

FIS

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Sue Hayes, Chief Financial Officer
Region 10 ESC
400 East Spring Valley Rd
Richardson, TX 75081

November 5, 2020

Dear Ms. Hayes,

We appreciate the opportunity to present our response to the Region 10 ESC Payment Products and Solutions Request for Proposal (RFP). FIS understands your desire for competitive pricing from a world class provider where security is always top of mind.

FIS has over 50 years of experience in providing technology solutions and the breadth and depth of our solution portfolio is unmatched. Our solutions include multiple methods of payments processing, integrated payables which offer rebates to help offset budget deficits, managed IT services to reduce expenses and increase security, treasury products to track cash and investments and collection services. This is but a small sample of our 450 financial products. Our 55,000 employees operate around the world out of 180 operational facilities. After a strong 3rd quarter, we are ranked #304 on the S&P Fortune 500 list.

Over the years, FIS has grown organically and by acquisitions. In 2019, we purchased WorldPay. This acquisition makes FIS the #1 FinTech (Financial Technology) company in the world and the #1 Acquirer (Payment Processor) in the world. Throughout this RFP response, you will see a reference to FIS and to WorldPay from FIS. WorldPay is a wholly owned subsidiary of FIS. You will also see reference to IntelliPay. IntelliPay is a Technology partner that we engage as a gateway. This partnership brings you the best of all worlds, the strength and security of a large organization partnered with a flexible gateway to meet varying needs.

Currently, FIS serves 415 government offices. This includes federal, state and local entities. The federal government has called on FIS during these pandemic times to stand up the SBA PPP loan process. Within just a few short weeks, FIS processed 160,000 loans. We also expanded EBT online functionality and distributed prepaid cards. We have experience in this space, and through our partnership expect to enhance our growth.

As a leading technology provider, we have the knowledge, experience, and resources necessary to provide your affiliated organizations with the secure solutions they need at a great value. Once you review our proposed solution, we welcome a meeting with you to further discuss the advantages of partnering with FIS and next steps.

Sincerely,

Chris McCarney, Director Enterprise Sales

Christopher McCarney, SLS
Director, Enterprise Sales



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Executive Summary

We have carefully reviewed your Request for Proposal (RFP) for Payment Products and Solutions. We believe that FIS/WorldPay together with our technology partner, IntelliPay, has the experience, expertise and suite of solutions to be the Region 10's and Equalis' best payment technology and processing partner.

FIS processes millions of electronic payments through our solutions including property taxes, business licenses, permits, utilities, vehicle registrations, driver's license renewals, traffic citations, and more – many more. Your FIS solution combines an interactive, robust experience with a rock-solid processing engine that will meet your needs today and into the ever-changing future.

Meeting Your Needs with FIS

For Region 10 and Equalis, we provide you with a very experienced partner. We pledge our full resources to help you meet your diverse processing requirements and provide you with the best service. Our Payment Solution is convenient, offers multiple ways to pay and engages your organizations intuitively. FIS offers a full suite of financial software solutions that increase operational efficiency, decrease costs and in some cases even provide monthly rebates in return.

Supported by the Highest Rated Customer Service Team in the Industry

In addition to your local account representatives, you will be assigned a dedicated client services manager who will work directly with you for any day-to-day payment processing needs. In case of absence, this client manager will have two back-ups, along with the manager of client services for an escalation point. Your dedicated client services manager will provide responsive and consistent support. Along with your account representatives, they will assume clear ownership and be fully dedicated to first call resolution and good communication. The dedicated Client Services Manager (CSM) and team have extensive experience with an average tenure of 12 years. Terminal support will be provided to you by our 24/7 support team.



The services to the State will be backed by FIS AAA+ rated Better Business Bureau customer service department available to you 24/7.

What Makes Us Different

Strength, Stability and Size



Government Processing Specialists

Worldpay from FIS (“Worldpay”) & IntelliPay have been serving federal, state and local governments with payment solutions for over two decades. Our federal, state, and local government clients rely on our deep payments industry experience, technical expertise, PCI Compliance, and the highly configurable IntelliPay front-end, provided through Convenient Payments, that manages the overall credit, debit, eCheck and Automated Clearing House (ACH) payment processing activity. FIS is also one of the IRS’ preferred payment processors.



Industry Recognition

A global leader in financial services technology, FIS ranked first in the 2020 FinTech Rankings Top 100 for 6 years in a row. These rankings, by IDC Financial Insights, represent those IT providers who are successfully meeting institution client needs, as indicated by impressive financial performances.

FIS was named among FORTUNE Magazine’s World’s Most Admired Companies for 2016. Determined by a panel of executives, directors and industry analysts from around the world, FIS rated well on the list for global competitiveness, social responsibility, and innovation. That is in keeping with our direction and strategy.

Additionally, our company has been the recipient of many industry awards in the past years for solution and service excellence.

Leverage Our Innovation Investment

In financial services, disruptive innovation is our constant companion. FIS’ mission includes bending disruption to the benefit of our clients. We invest heavily – approximately \$1 billion in 2017 – in finding the right technology to help our clients cater to today’s consumers and grow more successfully.



FIS funnels our innovation investment into many channels to reach the future faster. As we build new and modern capabilities across our existing business lines, FIS also funds [our employees' innovation](#), helps to grow [viable FinTech startups](#), and collaborates with our clients in our iLabs. Whether it is bringing our clients secure access to cloud computing, introducing artificial intelligence, or expanding process automation, FIS is helping solve real-world problems with extraordinary technology.

Reliable Security and Compliance

The most innovative technology in the world is useless without iron-clad protection against fraud and cybercrime. FIS provides layers of security around every solution and service we offer. We develop with security in mind from the ground up, educate our employees and hold them accountable to strict security requirements, employ more than 400 risk professionals to review and monitor our systems, and work with external auditors to verify the safety of our data.

We also devote strong focus to current and complete compliance with a wide array of regulations. Our compliance professionals work directly with state, federal and international regulators to stay ahead of oncoming changes. You can rely on FIS to provide solutions that meet and exceed regulatory needs.

The Power of Partnership

We value Region 10 and Equalis and commit to providing you cost efficiencies, performance excellence, and strategic support. With FIS, you will partner with a firm that offers the best of both worlds: the scale and scope of an industry giant with the commitment, agile responsiveness, and iterative development of a dedicated and highly experienced boutique firm. We have the people, processes, and technology to ensure the successful execution of your strategic objectives. We will continue to partner with you to provide the highest and best service to each of your Departmental agencies. We are excited about this opportunity to showcase our solutions' capabilities for this project. We look forward to meeting with you and answering any questions you may have.



Company Profile

Region 10 Requirement

Company Profile

1. What is your company’s official registered name?

FIS Response

Fidelity National Information Services, Inc.

Region 10 Requirement

Company Profile

2. What is your company’s Dun & Bradstreet (D&B) number?

FIS Response

FIS is listed on Dunn & Bradstreet #03-077-2334.

Region 10 Requirement

Company Profile

3. What is/are your corporate office location(s)?

FIS Response

The FIS Merchant Solutions Division (Worldpay from FIS) manages its US services from 8500 Governors Hill Drive, Symmes Township, Ohio 45249. The Worldpay from FIS international scope of services are operated from 25 Walbrook, London EC4N 8AF, United Kingdom. FIS is headquartered at 601 Riverside Avenue, Jacksonville, Florida 32204.

Region 10 Requirement

Company Profile

4. Please provide a brief history of your company, including the year it was established.

FIS Response

FIS offers our merchant solutions under the go-to-market brand “Worldpay from FIS.” Worldpay is the largest payments processor in the world with the unique capability to power global integrated omni-commerce. With industry-leading scale and an unmatched integrated technology platform, Worldpay offers clients a comprehensive suite of products and services globally, delivered through a single provider.

FIS is a global leader in technology, solutions and services for merchants, banks and capital markets businesses. We drive growth for clients by creating tomorrow’s technology, solutions and services to modernize today’s businesses and customer experiences. FIS applies our scale, deep expertise and data-driven insights to advance the way the world pays, banks and invests. We help our clients innovate with purpose and deliver experiences that are more simple, seamless and secure. Headquartered in Jacksonville, Florida, FIS employs 55,000 people worldwide who are dedicated to helping our clients solve for the future. FIS is a Fortune 500® company and is a member of Standard & Poor’s 500® Index.



History

Our organization has been in the credit card processing business for more than 49 years; formed in 1971 as Fifth Third Bank’s Midwest Payments Systems (MPS) and later as Fifth Third Processing Solutions, LLC; then incorporated and branded as Vantiv LLC in 2011. Worldpay, Inc. was formed in January of 2018 through the combination of Vantiv, Inc. and Worldpay Group plc. On July 31, 2019, FIS completed its acquisition of Worldpay, Inc., creating a global leader in technology and solutions for merchants, banks and capital markets.

Processing Volume

Worldpay: 40 billion transactions annually; FIS: 75 billion transactions processed around the globe.

Executive Team (Relevant to the servicing of your account)

[Bruce Lowthers](#), President, Merchant Solutions and Banking Solutions
James Ferris, Chief Financial Officer
Gary Norcross, Chairman, President and Chief Executive Officer

Location

The FIS Merchant Solutions Division (Worldpay from FIS) manages its US services from 8500 Governors Hill Drive, Symmes Township, Ohio 45249. The Worldpay from FIS international scope of services are operated from 25 Walbrook, London EC4N 8AF, United Kingdom. FIS is headquartered at 601 Riverside Avenue, Jacksonville, Florida 32204.

Mission Statement

Our purpose is to help businesses and communities thrive by advancing the way the world pays, banks and invests.

Legal Structure

Fidelity National Information Services, Inc. (FIS) is incorporated in the State of Georgia.

Region 10 Requirement	<i>Company Profile</i>
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5. Who is your competition in the marketplace?

FIS Response

Fiserv, and Jack Henry are the companies that Worldpay from FIS views as its primary competitors. These competitors offer both core and EFT solutions and often talk about “integration”, which can be attractive on the surface. At Worldpay, payment processing is our sole focus rather than a sideline business, and Worldpay’s integration with most core vendor systems offers an equivalent level of integration as their integrated platforms do to each other. In addition, our expertise in EFT and focus on growth of our client’s portfolio is a distinct advantage we offer our customers.

Region 10 Requirement
Company Profile
6. What are your overall annual sales for last three (3) years?
FIS Response

FIS provides a financially strong business partner to Region 10. Our durable business model allows us to obtain highly recurring revenue and a strong balance sheet (Ample liquidity and strong free cash flow generation). Our investment grade credit ratings currently stand at BBB (Standard & Poor's); Baa2 (Moody's); and BBB (Fitch).

To further demonstrate our financial strength, we are pleased to provide the following selected data:

Measurement	2019 Results	2018 Results	2017 Results	2016 Results	2015 Results
Revenue	\$10,333MM	\$8,423MM	\$8,668MM	\$8,831MM	\$6,260MM
Gross Profit	\$3,723MM	\$2,854MM	\$2,874MM	\$2,936MM	\$2,189MM

- Above: FIS' Revenues and Gross Profits (2015-2019).

Our comprehensive "Statement of Earnings Data" can be found on page 44 of our latest annual report (2019): <https://www.investor.fisglobal.com/financial-information/annual-reports>

Region 10 Requirement
Company Profile
7. What are your overall public sector sales, excluding Federal Government, for last three (3) years?
FIS Response

Detailed financial information, including the latest Annual Report, earnings materials and SEC filings can be found at: <https://www.investor.fisglobal.com>

Below is selected financial information from our most recent Annual Report:

Revenue by Segment	2019	2018	2017
Merchant Solutions	2,013	276	261
Banking Solutions	5,873	5,712	5,552
Capital Market Solutions	2,447	2,391	2,749
Corporate and Other	–	44	106
Total Consolidated Revenue	10,333	8,423	8,668

Segment information includes:

- **Merchant Solutions (Merchant):** The Merchant segment is focused on serving merchants of all sizes globally, enabling them to accept electronic payments, including credit, debit and prepaid payments originated at a physical point of sale as well as in card-not-present environments such as eCommerce and mobile. Merchant services include all aspects of payment processing, including authorization and settlement, customer service, chargeback and retrieval processing, reporting for electronic payment transactions and network fee and interchange management. Merchant also includes value-added services, such as security and fraud prevention solutions, advanced data analytics and information management solutions, foreign currency management and numerous funding options.
- **Banking Solutions (Banking):** The Banking segment is focused on serving all sizes of financial institutions for core processing and ancillary applications solutions; digital solutions; fraud, risk management and compliance solutions; electronic funds transfer and network services solutions; payment solutions; wealth and retirement solutions; item processing and output services solutions; and services capitalizing on the continuing trend to outsource these solutions. Clients in this segment include global financial institutions, U.S. regional and community banks, credit unions and commercial lenders, as well as government institutions, and other commercial organizations.
- **Capital Market Solutions (Capital Markets):** The Capital Markets segment is focused on serving global financial services clients with a broad array of buy- and sell-side solutions. Clients in this segment include asset managers, buy-and sell-side securities, brokerage and trading firms, insurers, private equity firms, and other commercial organizations. Our buy- and sell-side solutions include a variety of mission-critical applications for record keeping, data and analytics, trading, financing and risk management.
- **Corporate and Other segment** consists of corporate overhead expense, certain leveraged functions and miscellaneous expenses that are not included in the operating segments, as well as certain non-strategic businesses.

Region 10 Requirement

Company Profile

8. What differentiates your company from competitors in the public sector?

FIS Response

FIS has been in business for 50 years, we are listed #304 on the Standard and Poor’s Fortune 500 list. We’ve provided services to the public sector for 40 years and have over 615 public sector clients including the Federal Government. With over 450+ product offerings, FIS has a complete set of solutions. We cover many of the public sectors back office, payment processing and treasury needs as well as managed IT and security.

What differentiates Worldpay from FIS is a new point of view that we can bring to our merchants. There isn’t any one-size-fits-all when it comes to the ways your customers prefer to pay which is exactly why Worldpay enables our merchants to accept as many types of payments as make sense for the business. We can facilitate client’s transformation to the desired future state, smarter, simpler and sooner than our competitors. Because of our laser focus on payments, Worldpay brings a much deeper expertise to the dynamic issues and technologies surrounding payment processing. Within the Worldpay organization we



have industry thought leaders in the areas of security, omnicommerce and technology. These are a just a few of the reasons why our clients derive such value from their relationship with us.

Worldpay is a 100% in-house provider of processing services including credit, debit, EBT, check, and gift card. While we partner with a number of third party providers for various aspects of the processing of a transaction, we do not rely upon anyone else for the core processing of your transactions. We have built our platform and support infrastructure over the last 45+ years, and have built our customer portfolio through strong relationship building, which has resulted in best-in-class customer retention.

We do not rely upon interchange as a significant revenue generator. Many of our competitors are large card issuers and earn significant revenue through interchange that in turn, you, the merchant, pay. That inherent conflict does not exist for us. As an example, in the unfortunate event of a breach of any sort, would our client prefer a partnership with a large card issuer whose customers are potentially compromised, or with Worldpay, whose focus is on the processing portion of the payments cycle and therefore in a much better position to help you remedy the situation?

In line with our in-house solution and merchant-centric approach, we are well equipped to respond to your needs from a development and support perspective. We have an experienced support infrastructure that has a well-rounded view of the processing world, particularly given our portfolio of roughly 900,000 merchants, 1,600 financial institutions, as well as through our ownership of the Jeanie Debit Network, one of the largest Debit Networks in the country.

End-to-end excellence defines the goal of our customer experience. From customer and technical support to reporting and online access, we provide the know-how and the how-to help you. The Relationship Management group works with our top clients to provide the ongoing client interaction needed to support a high quality-processing program. From day-to-day contacts, iQ Reporting support, conversion support, problem escalation, product demonstration, and many other tasks, the Relationship Management group is a key resource that becomes the integral link in a strong ongoing processing partnership.

Region 10 Requirement

Company Profile

9. Please provide your company’s environmental policy and/or sustainability initiative.

FIS Response

FIS Environmental, Social, and Governance (ESG) Standards

At FIS, we’re advancing sustainability with a focus on three key areas. We believe creating **sustainable societies**, ensuring we have a **sustainable planet** and implementing **sustainable governance** leads to renewable growth and shared success for everyone.

Our three pillars of sustainable growth:

Sustainable Societies

- Empowering Individuals and Businesses in the Digital Economy: As a global leader in the FinTech industry, FIS is committed to helping all individuals and businesses, small and large, connect to the digital economy. We develop products and services with our financial institution, capital markets and merchant clients to expand access to a range of essential financial services for consumers and businesses.
- Protecting Our Clients and the Financial System: FIS has become a leader in the FinTech industry by helping our clients solve business-critical challenges, while ensuring the security and privacy of their data and that of their customers. As a critical infrastructure provider for global banks, merchants and capital markets organizations, we recognize the critical nature of protecting our systems from data breaches and attacks. FIS has made significant investments to protect the data of our clients and our own technology platforms.
- Advancing the Workforce of the Future: FIS' global workforce is the engine powering our mission of advancing the way the world pays, banks and invests. We are committed to providing our employees with best-in-class training and innovative career development programs that enable them to flourish at FIS and achieve their personal career goals. We provide comprehensive benefits and a welcoming, inclusive workplace where we celebrate diversity to attract and retain the highest quality people to further our mission. At FIS, we work to put our colleagues first.
- Helping Communities Thrive: At the core of our values as a company is a commitment by FIS and our colleagues to help communities thrive by giving back. We do this by devoting our time, talents and resources to the communities we live and work in, and by supporting our colleagues and communities in their time of need. FIS strives to have only a positive impact on our local communities.

Sustainable Planet

Reducing Environmental Impact

- Our Sustainability Strategy: Our commitment to protecting and maintaining the quality of the environment is embedded in the FIS Code of Business Conduct and Ethics. FIS' strategy to build a sustainable business includes focusing on energy and emissions reduction, energy efficiency and proper waste management. A critical part of our strategy is the collection of data to measure our global energy usage, greenhouse gas (GHG) emissions, water usage and other key areas of impact, so we can continue to improve our environmental programs and report on our progress toward a sustainable future.
- Energy & Emissions Reductions: As a global leader in the fintech industry, our primary opportunities for reducing direct environmental impact are the efforts we make to operate our data centers and office buildings around the world efficiently and responsibly.
 - As part of this objective, FIS is implementing a major multiyear strategic initiative to consolidate FIS data centers in the U.S. We have reduced the number of U.S. data centers from 45 at the end of 2017 to 27 at the end of 2019, with a goal of consolidating to 14 centers by the end of 2021.
 - Over the past 5 years, FIS has eliminated 2.1 million square feet from our office/facility footprint through consolidation and other activities. We estimate that these activities have resulted in an approximately 30% reduction in our emissions, energy, and water usage.

- Energy Efficiency & Waste Management: In 2020, FIS will begin construction on our new global headquarters in Jacksonville, Florida. For this 300,000 square foot building, expected to open in 2022, we will pursue certification through the U.S. Green Building Council's (USGBC) Leadership in Energy and Design ("LEED") program.
- Commitment to Measuring & Reporting: As part of our ongoing efforts to minimize our environmental impact, FIS is committed to measuring the company's environmental practices through internal and external audits. We recently completed the first comprehensive survey of all FIS facilities around the world to measure energy usage (including energy derived from renewable sources), GHG emissions (Scope 1 and Scope 2), and water usage.

Sustainable Governance

- ESG Oversight, Structure & Resources: Our CEO and the entire Management Team of FIS recognize the importance of sustainability in order to gain the trust of our investors, clients, partners, employees, regulators and other stakeholders. To earn this trust, we have implemented comprehensive governance structures and practices that ensure transparency in reporting and foster accountability for our Board of Directors and Management. Our governance practices also ensure that FIS maintains robust programs to manage operational risks and uphold compliance with applicable laws, regulations and rules governing business conduct and ethics.
- Risk Management & Resiliency Programs
 - These risks include business resilience, data security and privacy, anti-competitive behavior, anti-corruption and anti-bribery controls. The Company's Risk, Information Security and Compliance (RISC) Group, headed by our Chief Risk Officer, coordinates and conducts risk assessments for these risks and then develops and manages risk mitigation strategies.
 - All FIS employees receive mandatory annual training on risk management policies and procedures through our Regulatory University (Reg-U) platform, and we have a team of dedicated professionals who work daily to promote a culture of risk awareness throughout the company globally.
- Managing a Sustainable Supply Chain: FIS strives to partner with the most qualified third-party suppliers in all areas of our business, concentrating on quality, innovation, risk management, cost efficiency, and process optimization. We seek to develop relationships with suppliers who share FIS' core values, demonstrate a high degree of integrity, and embrace cooperation and collaboration. FIS also prioritizes building relationships with businesses within the communities in which we operate wherever practical.

FIS Global Sustainability Report (2019)

For more comprehensive Environmental, Social, and Governance (ESG) details, the FIS Global Sustainability Report (2019) can be found at: <https://fisglobal.com/global-sustainability>.

Region 10 Requirement	<i>Company Profile</i>
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10. Diversity Program – Do you currently have a diversity program or any diversity partners that you do business with? Y/N

a. If the answer is yes do you plan to offer your program or partnership through Equalis Group? Y/N (If the answer is yes, attach a statement detailing the structure of your program, along with a list of your diversity alliances and a copy of their certifications.)

b. Will the products accessible through your diversity program or partnership be offered to Equalis Group members at the same pricing offered by your company? (If answer is no, attach a statement detailing how pricing for participants would be calculated.)

FIS Response

No, we don't have a specific diversity program, however FIS recognizes the value and importance of supporting minority, woman, and disabled veteran owned business enterprises (MWDVBE) and works to identify and use appropriate suppliers in its construction, procurement and professional services programs. FIS tracks the amount of diversity spend as part of its accounts payables process and continues to identify areas where we can participate by way of our suppliers. When the diverse vendor is contrasted to a non-diverse vendor – all other things being equal – the diverse vendor is given “special consideration” in the evaluation process.

Worldpay from FIS is committed to diversity and growing our purchases of goods and services from supplier who are certified as diverse. Diversity contributes significantly to Worldpay's culture and overall success. Supplier inclusion increases our business capacity and creates opportunities for diverse companies. We recognize that partnering with suppliers who provide a diversity of ideas creates a significant competitive advantage and key to innovation. This also gives us the opportunity to contribute to our communities and fosters economic inclusion. Efforts Worldpay has made towards our Supplier Diversity plan include:

- Engaging the Cincinnati Chamber of Commerce Minority Accelerator program for program support and identification of qualified regional M/WBE suppliers.
- Modifying our supplier setup process and ERP system to identify and maintain supplier minority certification status inclusive of type of certification and certification period.
- Engaging the Ohio Minority Supplier Development Council to establish membership and gain from member services including learning/networking opportunities and validation of supplier certification status.
- We are also analyzing our baseline of minority spend in conjunction with growth plans to determine appropriate goals.

Worldpay helps bring together employees with a wide variety of backgrounds, skills, and cultures. Combining such a wealth of talent and resources creates the diverse and dynamic teams that consistently drive our results. Our colleagues, job applicants, and business partners are entitled to respect and should be judged on the basis of their qualifications, demonstrated skills, and achievements. We support laws prohibiting discrimination based on a person's gender, race, color, religion, national origin, sexual preference, gender identity, disability, veteran status and all other protected characteristics.

Region 10 Requirement*Company Profile*

11. **Diversity Vendor Certification Participation** - It is the policy of some entities participating in Equalis Group to involve minority and women business enterprises (M/WBE), small and/or disadvantaged business enterprises, disable veterans business enterprises, historically utilized businesses (HUB) and other diversity recognized businesses in the purchase of goods and services. Respondents shall indicate below whether or not they hold certification in any of the classified areas and include proof of such certification with their response.

- a) Minority Women Business Enterprise – Y/N
- b) Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE) – Y/N
- c) Disabled Veterans Business Enterprise (DVBE) – Y/N
- d) Historically Underutilized Businesses (HUB) – Y/N
- e) Historically Underutilized Business Zone Enterprise – Y/N
- f) Other – Y/N

FIS Response

- a) Minority Women Business Enterprise – No
- b) Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE) – No
- c) Disabled Veterans Business Enterprise (DVBE) – No
- d) Historically Underutilized Businesses (HUB) – No
- e) Historically Underutilized Business Zone Enterprise – No
- f) Other – No

FIS does not hold any of these certifications, we do utilize diversity partners in some circumstances.

Pricing/Products/Services Offered

Region 10 Requirement*Pricing/Products/Services Offered*

12. Please outline your products and services being offered, including the features and benefits and how they address the scope being requested.

FIS Response



Worldpay from FIS has a number of products and services that can be utilized by entities participating in Equalis Group. For this RFP we have partnered with IntelliPay to leverage their product and solution set outlined below.

IntelliPay Response: We offer twelve front-end solutions so that you can accept any payment from anywhere. The IntelliPay solution also manages, provides and supports multiple merchant facing payment solutions that our clients leverage to address, and service multiple payment use cases.

Our four (4) fee-based payment models coupled with the below twelve (12) merchant facing payment solutions creates a matrix effect providing our Governmental clients with the ability to develop, implement and routinely modify their own unique payment acceptance strategy.

By awarding the bid to FIS and IntelliPay, you will have full and complete access to all four (4) fee-based payment models as well as the below twelve (12) merchant facing payment solutions.

Also, irrespective of the leveraged merchant facing solution(s), all ACH/e-Checks, Debit and Credit Card transactions will be securely processed via the FIS Back-end. Lastly, all FIS and IntelliPay merchant facing solutions are Level 1 PCI DSS compliant and are securely hosted in the Google cloud for maximum up-time and reliability.

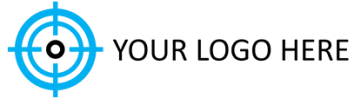
Below is a brief introductory overview of each merchant facing solution:

Web Services API

The API is completely platform and language neutral and supports any programming language or environment - SOAP, REST and XML or JSON.

Online Payment Page

The Online Payment Page (OPP) solution is a client branded, cardholder facing and IntelliPay hosted payment website that is used for processing secure, PCI compliant online ACH and Card payments and is typically accessed via a link on our client's website.



Customer Information

Customer ID: ⓘ

Individual Business

First Name

Last Name

Country ▾

Address 1

Address 2

City

State ▾

Zip Code

Email

Phone

Payment Information

Payment Method Credit Card


Name on Card

Card Number

Expiration Date ▾ ▾


Billing Zip Code

CW Code [What's this?](#)



Payment Amount

Comments

I'm not a robot 

reCAPTCHA
Privacy - Terms

ATTENTION

Your company uses IntelliPay (IP) to process payments. IP charges the following fees:

Visa/MC/DISC: 3%
Amex: 3%
ACH/Echeck: \$1.50

Please note that Your Company does NOT receive any of these fees. All fees go to IP. There will be two items on your statement. The first is the amount due, which comes to us. The second is the fee amount, and that goes to IP.

If you have any questions or would like to talk to someone in customer support, please call (888) 555-1212 during standard business hours: Monday-Friday 9 am - 5 pm. Your Time Zone.

TERMS AND CONDITIONS By checking the box and submitting payment information through this Service, you agree to the terms and conditions of this Agreement. You may select the link and view the Terms and Conditions if you have questions.

PRIVACY POLICY Personal Information: We do not sell, trade, rent, or otherwise share for marketing purposes your Personal Information with third-parties.

Customer Portal 2.0

The Customer Portal 2.0 solution is a client branded, billing file data presentment and payment portal capable of supporting either 2 or 3 factor debtor authentications. The custom branded invoice screen allows your customers to see and pay open invoices creating a seamless customer payment experience that reduces late payments. Registered users enjoy advanced features like a built-in wallet that eliminates the need to re-enter payment information, auto-pay, and the ability to search and view current and previous payments.

JOHN SMITH

YOUR LOGO HERE
INVOICES
HISTORY
WALLET

Hello, John!
Member since 2020

Account 48753489
As of: 08/14/2020

\$546.45 Due

\$812.42
Paid YTD

\$173.97
Overdue

Auto Pay ✔

Payment Method
 ending in ...4321

Next Payment
07/16/2020

Current Invoices Due

<input type="checkbox"/>	Date	Description	Paid	Due	Status	
<input type="checkbox"/>	Oct 16, 2020	October Utility Bill	-	\$158.43	Due	...
<input type="checkbox"/>	Sep 16, 2020	September Utility Bill	-	\$169.12	Due	...
<input type="checkbox"/>	Aug 16, 2020	August Utility Bill	100.00	\$44.93	Partial	...
<input type="checkbox"/>	Jul 16, 2020	July Utility Bill	19.32	\$173.97	Partial	...

Rows per page: 5 ▾ 1-4 of 4 < >

Confirm Payment

Total Amount

\$0.00

Invoices

0

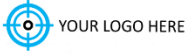
PAY NOW

One Terminal 2.0

The One Terminal is a client or merchant facing, browser-based payment solution used for card present or swiped and card not present, key entered payment transactions. This solution supports USB card readers as well as a robust scheduled or recurring payments engine.

OneLink Terminal

Our OneLink portal makes it easy for your customers to pay through a secure email payment link. Functioning like a “Pay Now” or “Pay Invoice” button, your customers are motivated to pay upon opening your branded email using the included link, speeding receivables, and improving cash flow.



SEND LINK

HISTORY

Hello, Matt

1 — 2 — 3
Info Edit Message Send Message

Account #

Amount

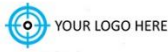
Email

First Name

Last Name

NEXT

Powered By IntelliPay



SEND LINK

HISTORY

Hello, John

Start Date
 08/01/2020

End Date
 10/06/2020

Search

Sent Date	Acct #	Email	Name	Amount	Link Expires	Status
Oct 5, 2020 6:34 PM	123478-AA77	jonsmith@qumail.com	ACH Banking	\$10.01	Oct 12, 2020 6:34 PM	sent
Oct 5, 2020 5:12 PM	125478-BB34	jjguardi@qumail.com	ACH Banking	\$7.7	Oct 12, 2020 5:12 PM	sent
Oct 5, 2020 5:04 PM	127556-CC12	rstephens@qqmail.com	Recurring Schedule	\$12.12	Oct 12, 2020 5:04 PM	sent
Oct 5, 2020 4:59 PM	113675-AA23	bgheorghes@xxmail.com	Recurring Schedule	\$11.56	Oct 12, 2020 4:59 PM	sent

Rows per page: 10 ▾ 1-4 of 4 < >

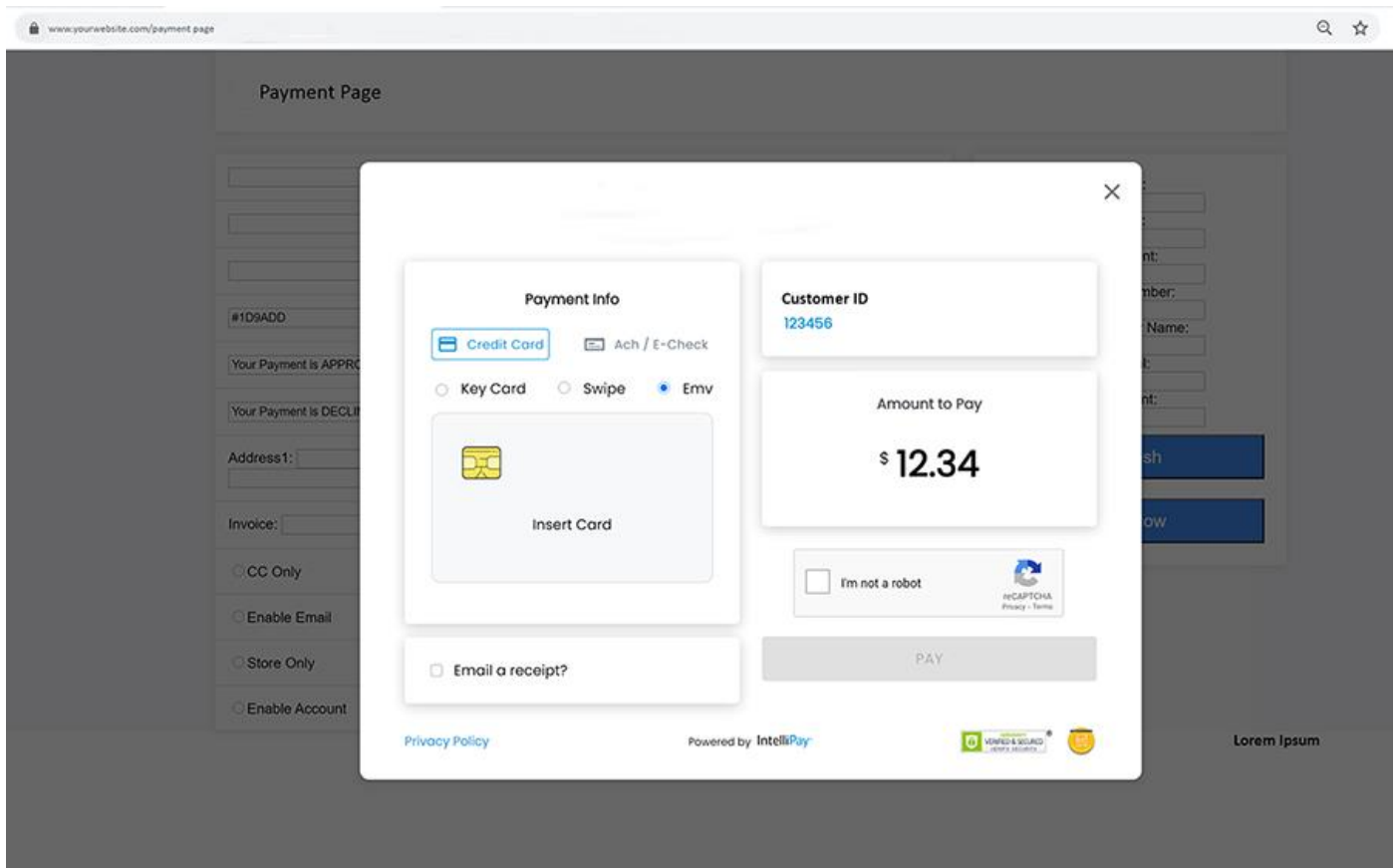
[Privacy Policy](#)
[\(855\) 872-6632](tel:(855)872-6632) | support@intelligipay.com

Embedded Links

Allow merchants to create their own secure links to the IntelliPay payment portals (currently Lightbox and OPP) that eliminate link tampering.

Lightbox

The Lightbox is a fully hosted, PCI compliant, is a secure EMV solution that floats over an existing invoice or checkout page, simplifying payments for your customers without leaving your website. Our lightbox solution allows payment acceptance while substantially reducing or alleviating PCI data scope.



Card Terminals

Today merchants often need to accept payments in person without a computer or workstation. For you, we offer our line of integrated credit card machines from leading manufacturers. Currently we support Verifone VX520, V200c, and V400m card terminals as well as the IDTech Augusta.

IVR Terminal

The IVR Terminal provisions a dedicated, toll-free client number and is capable of processing fee or absorbed ACH/eCheck, debit, credit card payment transactions.

Mobile Application

For merchants on the go who need to accept payments anywhere, anytime, our mobile application gets it done. Available for iOS and Android, the mobile app not only makes payment acceptance a breeze, but it also tracks who entered the payments using a username and password.

Batch Terminal

The Batch Terminal is an online, browser-based payment solution that allows clients to upload ACH/e-Check and Card transaction files for nightly processing.

Donation Terminal

The Donation Terminal is an online, browser-based payment solution that dynamically supports absorbed or cardholder opt-in fee-based transactions. The Donation Terminal is the perfect solution for all fundraising campaigns, such as fallen officers, education and other notable causes.

Region 10 Requirement	<i>Pricing/Products/Services Offered</i>
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13. Describe any integrations your organization can provide with other platforms.

FIS Response

Worldpay offers multiple payment gateway options that can be leveraged for ease of integration for card present and card not present needs. Additionally, as the largest payment acquirer we have many partner integrations that can be leveraged depending on the integration requirements of your payment application or point of sale (POS) system. For this proposal, we are partnering with IntelliPay along with Worldpay from FIS for payment processing functionality.

IntelliPay has integrations into the following platforms/products:

Financial

- FIS/Worldpay

Proprietary & Government

- Wyoming Game & Fish -Portals & Integrations (Proprietary)
- Wyoming Department of Revenue (Proprietary)
- St Lucie County, Florida (Proprietary)
- Allegheny Count, Pennsylvania (Proprietary)
- Alameda County, California (Proprietary)
- Ungerboek - events and ticketing
- GOV QA – compliance software for governments
- Crywolf - police dept management system
- Sirsi Dynix - Symphony – Libraries
- Help Space – help desk
- Texas Pure Products – city management
- GUTS (Government Utility Technology Services) property tax collection

- Harris Software (Tyler Technology)
- Black Mountain (Tyler Technology)
- Caselle City Management – city management software
- Banyon Software – property tax software
- Billtrax – Utility Management Portal

Property Management

- Tekniverse – Property management
- Manage America – Property management & portals

Education

- University of St. Francis - Payment portals (Proprietary)
- Central Christian College of Kansas (Proprietary)
- Bellin College, Inc (Proprietary)
- Childcare Manager – daycare software management

Medical

- University of Kansas - Haynes MC (Proprietary)
- MEDUSA Practice Management
- Gold Cross Ambulance – Revenue, billing & payment software (Proprietary)

Other

- Arreva – Nonprofit
- UnionTrack – union management and fundraising
- Independent Software – union management
- Mainstreet Software – Auto glass management software
- Accelerated Data Software – collections management software
- Asperato – Salesforce (Financial Force) payment plug in

We specialize in integrating with proprietary and third-party software providers.

Region 10 Requirement	Pricing/Products/Services Offered
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14. What security protocols are in place to ensure the safe transmission of information being shared through your products and services?

FIS Response

Data Protection

Worldpay’s security program includes all policies, procedures, strategies, and controls within Worldpay that ensure the secure conduct of financial transactions for our customers. Our overall security program consists of the following components:



- Above: Worldpay’s Security Segment Overview

Security Governance and Compliance: Security planning and strategy, policy management; compliance with regulatory and internal standards; security education, training and awareness; vendor management; customer due diligence support; and sales security support.

- Compliance: As a public, level-one service provider to financial institutions and merchants, Worldpay is required to comply with industry standards such as the Federal Financial Institutions Examination Council (FFIEC), Payment Card Industry Data Security Standards (PCI-DSS), Sarbanes Oxley Act (SOX) and Statement on Standards for Attestation Engagements No. 16 (SSAE16).
- Security Education, Training and Awareness: New-hire and Worldpay employee annual security awareness training.

Risk and Assurance: Risk reduction activities and facilitation of the design and redesign of security controls and business processes.

Information Security Operations: Maintenance, administration, and monitoring of the security controls within the operating environment. This includes (but is not limited to) cryptographic keys, firewalls, intrusion detection systems, and network scanning.

- Infrastructure Security: Controls include Intrusion Detection and Malware Prevention; Network Governance and Oversight; Network Protection; Network Segmentation; Protection of Data at Rest; and Logging of Access.
- Host Systems Security: Controls focused on the individual host computer systems and platforms and control of user access paths to both programs and data.
- Customer Network Security: Secure transmission of sensitive data on a dedicated or “private” network between Worldpay and our partners.
- Security Incident Management: Documented standards and procedures for responding to security incidents designed to minimize the damage from incidents and emergencies including malicious code and virus outbreaks.

Identity and Access Management: Access oversight and management, administrative account management, password management, remote access token administration, and privilege management.

Safety and Physical Security: Protection of Worldpay physical assets and the Worldpay brand, including physical security, personnel security, and strategic counterintelligence.

- Access Control and Alarm System
- Closed Circuit TV System
- Physical Security Operations Center
- Visitor Management
- Security Force Operations

Business Continuity/Disaster Recovery: Provides oversight and certification of Worldpay’ BC/DR efforts, to include the management of Worldpay pandemic contingency plans and its emergency operations procedures.

Back Up Plans

Worldpay supports a dual data center processing environment (“hot-hot” configuration”), so a service interruption at any one of our facilities would have very minimal impact to a customer’s transaction processing. Because of this capability, we have not had to utilize a backup system.

Region 10 Requirement	<i>Pricing/Products/Services Offered</i>
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15. Were all products/lines/services and pricing being made available under this contract provided in the attachment B and/or Appendix b, pricing sections?

FIS Response

Yes. Please refer to Attachment B “FIS_Region 10_Equalis Pricing.pdf” for all pricing information.

Region 10 Requirement

Pricing/Products/Services Offered

16. Does the respondent agree to offer all future product introduction at prices that are proportionate to contract pricing offered herein? – Y/N

(If answer is no, attach a statement detailing how pricing for participants would be calculated.)

FIS Response

Yes.

Region 10 Requirement

Pricing/Products/Services Offered

17. Does pricing submitted include the required administrative fees? – Y/N

FIS Response

Yes.

Region 10 Requirement

Pricing/Products/Services Offered

18. Define your standard terms of payment.

FIS Response

It varies by product. The standard is 30 days.

Performance Capabilities

Region 10 Requirement

Performance Capabilities

19. States Covered – Respondent must indicate any and all states where products and services are being offered.

FIS Response

There are no geographic areas of the United States that FIS will not be fully serving through this proposal.

Region 10 Requirement

Performance Capabilities

20. List the number and location of offices, or service centers for all states being proposed in solicitation.

FIS Response

Offices and data center locations:

- Global and Corporate Headquarters: 8500 Governor's Hill Drive, Symmes Township, OH 45249

- International Headquarters: 25 Walbrook, London EC4N 8AF, United Kingdom
- U.S. Data Centers: Grand Rapids, MI and Florence, KY.
- U.S. Office locations: Denver, CO; Durango, CO; Atlanta, GA; Lowell, MA; and Houston, TX.
- Global Office locations: 25 office locations with the majority of our staff located in the UK, India and Canada but we are also present in Brazil, Mexico, Argentina, Japan, China, Sweden, the Netherlands and Singapore.

Region 10 Requirement

Performance Capabilities

21. Distribution Channel: Which best describes your company’s position in the distribution channel:

- **Manufacturer direct**
- **Certified education/government reseller**
- **Authorized distributor**
- **Manufacturer marketing through reseller**
- **Value-added reseller**
- **Other**

FIS Response

FIS is best described as services provider, offering different types of services that fit government, non-profit and educational entities. Our processing platforms are owned and operated by FISGlobal. Our relationships with the card networks (Visa, Mastercard, Discover, Amex) are direct, contracted and integrated. Our distribution channels include a large organic sales force but also organizations that want to re-sell our products and services.

Region 10 Requirement

Performance Capabilities

22. Provide relevant information regarding your ordering process including the ability for purchasing group members to verify they are receiving contract pricing.

FIS Response

Region 10 will have a designated Relationship Manager for the contract and contract pricing.

Account Management

Region 10 will have a dedicated Relationship Manager (RM) assigned to your account. Your RM is your liaison to all customer service, technical, and support teams within Worldpay from FIS. All functions regarding the merchant support are handled in-house.



We have approximately 40 National Relationship Managers that support our National Client portfolio. Our commitment to service is demonstrated by the fact that each of our National Relationship Managers is only responsible for between 1-20 merchant accounts.

While the Relationship Managers have a high degree of responsibility for the handling of your account relationship, they are backed by a support team that includes key managers in every aspect of the processing services we provide to our clients.

The client service support groups available to our relationship managers include those listed below:

Relationship Management Group

The Relationship Management group works with our top clients to provide the ongoing client interaction needed to support a high quality-processing program. From day-to-day contacts, direct support, conversion support, problem escalation, product demonstration, and many other tasks, the Relationship Management group is a key resource that becomes the integral link in a strong ongoing processing partnership. By working with our New Sales and Product Managers, this group works with our clients to address the changing needs of the industry and their processing programs.

Region 10 Requirement

Performance Capabilities

23. Describe areas where downtime may occur with products and services provided, historical averages of that downtime, and how you resolve downtime issues when they do occur (For purposes of providing further clarity, examples of downtime might be a website platform that goes offline, installed equipment that requires service or other products and services that can fail or go offline)

FIS Response

FIS has data centers in Florence, Kentucky and Grand Rapids, Michigan. These data centers are geographically separated and are positioned on separate power grids. FIS utilizes several telecom carriers to support full redundancy across the entire infrastructure.

The fully redundant data center in Florence, KY is also a “hot site” and provides authorization support services for our merchant processing applications along with full disaster recovery support if a catastrophic failure occurs in the Grand Rapids data center. Both data centers have direct interfaces to all major networks to provide the fastest and most reliable processing possible. Multiple interfaces in both data centers are utilized for our highest volume processing interfaces to protect our clients from the loss of a critical network interface.

Offline procedures during merchant downtime - Offline scenarios can be handled in a number of different ways depending upon the merchant environment. Merchants can send the transactions up to FIS for processing once the connectivity issue has been resolved with a specific indicator in the message signifying it is a store and forward transaction. FIS will then pass the transaction out to the networks for authorization. Other merchants in an offline scenario will locally approve the offline transactions and include those transactions in the settlement file for posting and funding. FIS does not accept the risk of rejected transactions in a Store and Forward scenario.



Worldpay from FIS performs weekly maintenance on our data centers. Transaction processing remains available during maintenance periods. Worldpay supplies all our merchants with a rolling calendar of scheduled maintenance. Exact times are sent out via email 6 weeks prior to notify you of the exact timeframes for each window and follow up reminders are sent 7 days prior. Worldpay is very proactive in working with our merchants and partners to ensure we do not disrupt normal course of business and typically schedule these maintenance windows during off peak hours.

Outages - FIS has not had any unscheduled system or authorization downtime over the past 2 years for any merchant utilizing dual processing on our systems.

Uptime Guarantees:

Our system availability service level standards include an outage allowance for regularly scheduled system maintenance. Performance standards, developed for our network customers, measure system availability using the following parameters:

“Maintenance Outage Minutes” (MOM) shall mean, with respect to a calendar month, the length of time, measured in minutes, of outages which are due to routine maintenance and occur during the calendar month but only to the extent that such outages:

a) Will occur between 1:00 a.m. and 5:30 a.m. EST, and b) Will not exceed an aggregate amount of 120 minutes in a calendar month with four (4) Mondays and 150 minutes in a calendar month with five (5) Mondays, excluding, however, any time spent in responding to special requests by customer.

“Outage Minutes” (OM) shall mean, with respect to a calendar month, the aggregate length of time, measured in minutes, of outages occurring in that month minus any Maintenance Outage Minutes for that month.

“Scheduled Minutes” (SM) for each calendar month will be equal to the difference of 60, multiplied by the hours in that month, minus the Maintenance Outage Minutes for that month.

“Calculated Availability” (AV) for each calendar month will be quotient of Schedule Minutes for that calendar month minus any Outage Minutes (OM), multiplied by 100% and then divided by Scheduled Minutes, or:

$$AV = \frac{SM - OM}{SM} * 100\%$$

Where:

AV = Calculated Availability

SM = Scheduled Minutes for the calendar month

OM = Outage Minutes for the calendar month

Region 10 Requirement*Performance Capabilities*

24. Describe your company's Customer Service Department (hours of operation, number of service centers, etc.).

FIS Response***Client Services***

Client Services handles what we classify as "Level I" issues, such as network adjustment problems and basic "how to" questions. Normally all "how to" and "inquiry" questions can be immediately addressed, but other issues, such as network adjustments may require outside research with a network. If we receive a timely response from the networks involved in the issue, we can resolve such questions within one to two days. Typically, our standard response time for these inquiries is two hours.

Our Client Services group is responsible for initially answering incoming customer service calls and determining the problem resolution requirements. Client support personnel from other departments are cross-trained to assist Client Services during peak processing periods. Settlement assistance, report re-creation, and related assistance are provided. The Client Service representatives assist customers in resolving non-technical support issues and will serve as the initial contact for all minor customer support issues.

Calls to our Client Services area are logged in a Request Tracking System and distributed to the individuals or department managers responsible for resolving the issues. The Client Services team is staffed 24-hours a day, 365 days a year at the number listed below:

Client Services Line

Available 24 x 7 x 365: 1-877-744-5300

Problem Resolution Staff

If Client Services cannot resolve the issue, the problem is referred to the Problem Resolution Department ("Level II"). The Problem Resolution Group handles the technical issues and researches system problems. If a problem requires immediate attention, the Problem Resolution Coordinator contacts the appropriate technical support group to correct the problem. Our standard response time objectives for these inquiries are two days. Certain issues require immediate prioritization and escalation and are resolved much faster and escalated as required. If a problem cannot be resolved within our standard time frames, the customer is contacted to provide an estimated time of completion.

The normal operating hours for our key customer service areas are outlined below. All time frames are Eastern Time / Eastern Standard Time. We can review our support time frames to ensure we satisfy your support needs as required.

Relationship Management Support

Relationship Manager: 8:00 a.m. - 5:00 p.m. Mon.-Fri.

On-call 24 hours-a-day, 7 days-a-week for escalation

Network Control/Help Desk Support

Network monitoring and diagnostics: 24 hours-a-day, 7 days-a-week, 365 days-a-year



Worldpay Technical Service Center

24 hours-a-day, 7 days-a-week, 365 days-a-year
859-655-0255
866-851-0026

Client Services Support

24 hours-a-day, Mon.-Fri.

Terminal Support Help Desk

24 hours-a-day, 7 days-a-week, 365 days-a-year

Bankcard Operations Support

Client Services: 7:00 a.m. - 7:00 p.m. Mon.-Fri.
Chargeback Operations: 7:00 a.m. - 6:00 p.m. Mon.-Fri.

Programming and Systems Support

Technical Support Personnel: 7:00 a.m. - 6:00 p.m. Mon.-Fri.
On-call 24 hours-a-day, 7 days-a-week

Region 10 Requirement	<i>Performance Capabilities</i>
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25. Provide your safety record, safety rating, EMR and worker’s compensation rate where available.

FIS Response

The requested information is not typically disclosed within our proposals, however we do have a corporate physical security policy that addresses how the company protects our staff. Please refer to Attachment E “FIS Corporate Security Policy.pdf”

Region 10 Requirement	<i>Performance Capabilities</i>
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26. Describe the capacity of your company to report monthly sales through this agreement to Equalis Group.

FIS Response

Worldpay provides monthly partner reporting out that Equalis Group can utilize to review processing activity of participating entities. This monthly reporting will allow Equalis Group to see sales volume as well as network fees such as interchange expense, assessment expense, and passthrough expense. This will be provide at an overall level of all participating entities as well as at the individual level. This reporting will be provided via an Excel spreadsheet.

Region 10 Requirement

Performance Capabilities

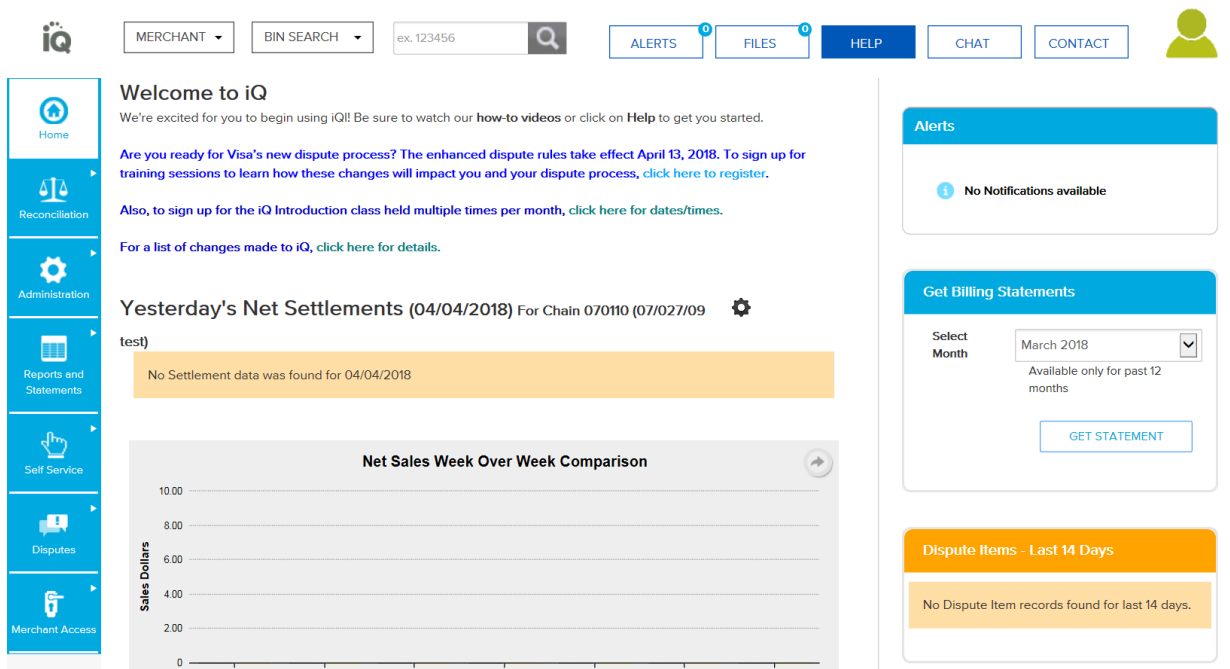
27. Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency.

FIS Response

Worldpay iQ

iQ is the latest generation of our customer self-service platform. It is a one-stop portal on which customers can view and act upon all their transactional information, so they can make smarter, more informed business decisions. iQ provides our clients with the tools to efficiently attend to their payments processing so that their time can be spent serving their customers.

No other tool in the industry can match iQ’s customizable features and functionality. iQ offers a unique, secure, experience far beyond what our competitors can provide.



- **Above:** iQ customizable interface featuring processing summaries, how-to videos, alerts, news and more.

iQ a robust, easy-to-use, web-based reporting tool designed with you in mind:

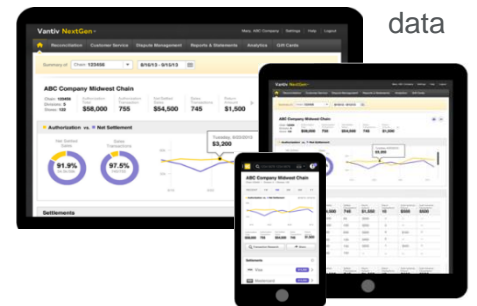
- **Alerts:** Alert users regarding chargebacks, statements, reports, and more.
- **Flexible User Management:** Effectively control administrative functions such as user set-up and profile settings.
- **Payment Processing Summary:** View snapshots of your payment processing activity and history (up to 36 months of data) as well as provide a way to dive deeper into specific areas of your business.

- **Reporting and Search Tool:** View key historical reports containing valuable information related to reconciliation, chargebacks, interchange management, fees, fraud and more! Simply search by card numbers (full and partial), tokens, date range, or dollar amount to get important details on each transaction including EMV data. Export data to a CSV file or Excel spreadsheet.
- **Online Support:** Provides online self-service support that includes interactive resources, informative industry content, and 'how-to' product content.
- **Dispute Processing:** Merchants who use iQ can now manage the disputes process through iQ. The process is now paperless, offering a more seamless experience for our merchants. They can view and work on draft retrievals and chargebacks using a scanner or by importing the appropriate documentation.

Why Merchants Should Use iQ
to Access Data Anytime, Anywhere

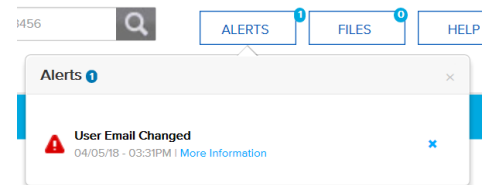
Through its user-friendly interface, you can access your transaction quickly and easily – anytime, anywhere.

iQ is an HTML-based application that only requires access to the internet – no software download. Customers can access iQ on the following browsers: IE 8+, Firefox 34+ or Chrome 36+. Our goal is to support at least the last three major releases of the most popular browsers, as well as any other browsers that are heavily used to access iQ. Our mobile app is currently in pilot for release in 2020.



Proactive Notifications that Put You in Control

iQ helps better monitor your business with various types of alerts regarding chargebacks, statements, reports, security question changes, and more. Actionable insights are available at the click of a button, allowing you to gather intelligence that can help you run your business more efficiently.



Analytics and Reporting will Help Drive Business Efficiencies

With iQ, you can view snapshots of your payment processing activity/history (up to 36 months of data), pull key historical reports containing valuable information related to interchange management, fees, possible fraud, exception handling, etc. Dashboard snapshots provide quick insight into how your business is currently performing and allows you to utilize resources more efficiently.

Our suite of reports can be categorized as follows:

- **Financial:** Reconciliation, Settlement, Activity, Fees, Reserve, Trending, eCheck (Verifications, Pending Redeposits), and Recurring.

Date	Status	Report Code	Report Standard Name
12/15/2014	📄	MD-485	BILL ME LATER INTERNAL RECONCILIATION REPORT
	📄	MD-413	Chargeback Pre-Notification Report
	📄	MD-414	Draft Retrieval Request Report
	📄	MD-081	Daily Interchange Adjustment Report
	📄	MD-085	Daily Interchange Fee Summary

- Chargebacks: Chargeback Search, Chargeback Summary, Chargeback Financial, eCheck (NACHA Unauthorized Returns, Returns Summary, Returns Received)
- Operations: Transaction Search, Transaction Summary, Sessions, Virtual Terminal, BIN Lookup, Authorization, Presenter Credentials
- Worldpay Recovery: Account Updater (Repaired Auths, AU Fees, AU Match), Recovery/Recycling Snapshot, Recovery/Recycling Cohort
- Fraud: Snapshot, Post-Deposit Impact, A-B Impact
- Worldpay Insights: Insights Dashboard, FlexMatch

Some of the primary features of our interface are:

- Customizable Date Range
- Unlimited MID Hierarchy structure
- Multiple sub-division fields to track by campaign/geographic region
- One click download to CSV file/excel spreadsheet, with subscription options.
- Fully paperless chargeback management environment
- Up to five years of historical transaction and customer data

We recommend that you attend an online demonstration of our reporting system as we can customize the conversation to your specific challenges. This may include transaction reconciliation, chargeback management, interchange qualification and/or performance metrics by payment type.

Reports from Worldpay iQ (our reporting tool) can provide Region 10 with a vast number of data elements from which Region 10 can track and reconcile transactions.

Detailed transaction data reporting can help you manage inquiries and understand purchasing patterns. We give you access to more data, going farther back than most other providers allow. Turn numbers into actionable items that change the way you serve customers.

- Research transaction history in batches or individual transactions.
- Search by card type, transaction date, amount, time stamp, location, and processing method, to name a few
- Search specific card BINs for information on the card issuer.
- Store detail-level credit, debit, and EBT transaction data for 18 months.
- Store summary-level data for 36 months.
- Store detail and summary-level gift card transaction data for five years.
- Store chargeback data for nine months.

You can search by date ranges, transaction amount, full card # and truncated card #. You can perform queries on various data points and export these results.

Qualification and Experience

Region 10 Requirement*Qualification and Experience*

28. Please provide contact information and resumes for the person(s) who will be responsible for the following areas – a) Executive Contact, b) Account Manager/Sales Lead, c) Contract Management (if different than the sales lead), d) Billing & Reporting/Accounts Payable, e) Marketing.

Contact Person Name:

Title:

Company:

Address:

Phone:

Fax:

Email:

FIS Response

a) Executive Contact: Eric Bleicher

Title: VP, Sales

Company: Sales NA Commercial Markets, FIS

Address: Brown Deer, WI, US

Phone: 1(414)357-2590

Email: eric.s.bleicher@fisglobal.com

b) Account Manager/Sales Lead: Debra Kline

Title: Strategic Account Executive

Company: Sales NA Commercial Markets, FIS

Address: Addison, TX, US



Phone: (469)660-6244

Email: debra.kline@fisglobal.com

c) Contract Management (if different than the Sales Lead): Debra Kline

d) Billing & Reporting / Accounts Payable: Debra Kline

e) Marketing: Debra Kline

Region 10 Requirement

Qualification and Experience

29. Provide a minimum of three (3) customer references for product and/or services of similar scope dating within the past 3 years. Please try to provide an equal number of references for K12, Higher Education and City/County entities. Provide the following information for each reference:

Entity Name, Contact Name and Title, City and State, Phone Number, Years Serviced, Description of Services, Annual Volume

FIS Response

City of Plano

- Amy Anderson – Treasury Analyst Senior
- Plano, Texas
- 972.941.7333
- Years Serviced – Contract start 2018
- Service Type – electronic payment processing with Intellipay as our payment partner
- Annual Volume: \$72M+

Butler County

- Lori Sullivan
- Hamilton, Ohio
- 513.785.6547
- Years Serviced – Contract start 2009
- Service Type – online, over the counter, processed across 10 departments/agencies, covering 27 applications
- Annual Volume: \$35M+

Solano County

- Greg Williams
- Fairfield, California
- 707.784.7389
- Years Serviced – Contract start 2010
- Service Type – online, over the counter, processed across 10 departments/agencies, covering 65 applications
- Annual Volume: \$50M+

Los Angeles County Kenneth Hahn Hall of Administration

- Kevy Ly
- Los Angeles, California
- 213.253.5645
- Years Serviced – Contract start 2010
- Service Type – online, over the counter, IVR, processed across 29 departments/agencies, covering 67 applications
- Annual Volume: \$3B+

Region 10 Requirement

Qualification and Experience

30. List all cooperative and/or government group purchasing organizations of which your company is currently a member below.

Include: Cooperative/GPO Name, Contract Number, Expiration Date.

FIS Response

FIS is currently under contract with Sourcewell, a cooperative group purchasing organization. Our Sourcewell Contract number is #110515-FIS. Our contract expires December, 2020.

Region 10 Requirement

Qualification and Experience

31. Describe your company's implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative's name(s), contact person(s) and contact information as reference(s).

FIS Response

FIS has worked with other cooperative purchasing programs and has proposed and implemented numerous solutions under this program.



Sourcewell, David Duhn, David.duhn@sourcewell-mn.gov

Region 10 Requirement

Qualification and Experience

32. Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable

FIS Response

As a public, level-one service provider to financial institutions and merchants, Worldpay is required to comply with industry standards such as the Federal Financial Institutions Examination Council (FFIEC), Payment Card Industry Data Security Standards (PCI-DSS), Sarbanes Oxley Act (SOX) and Statement on Standards for Attestation Engagements No. 18 (SSAE 18, formerly SSAE16).

Certifications demonstrating our security controls in place to properly store, manage and process information:

- FFIEC – As a key processor to financial institutions, Worldpay is reviewed at least annually by the FFIEC, with partial or full examinations. Results of FFIEC assessments are provided to financial institution clients through their respective Federal Reserve Bank district.
- PCI-DSS – Worldpay validates its compliance with the PCI Data Security Standards annually by engaging a Qualified Security Assessor (QSA) approved by the Payment Card Industry Security Standards Council to perform an on-site assessment. The QSA examines evidence of compliance with all requirements of the PCI DSS.
- SOX – As a public company, Worldpay is required to comply with SOX and certify the accuracy of Worldpay’s financial information.
- SSAE 18 (formerly SSAE16) – Worldpay submits to annual audits of the effectiveness of the design and execution of specific controls over information technology and other processes related to the services provided to Worldpay’s clients. These audits and the SOC1, Type 2 reports summarizing the independent auditor’s opinion, are provided by the international accounting firm, Deloitte Touche Tohmatsu Limited. Reports are made available to clients and prospective clients through requests to the Worldpay Regulatory Compliance department.

These certifications will be in place for the duration of the contract. Upon request, we will provide Region 10 with the most recent and future audit reports related to these certifications.

Region 10 Requirement

Qualification and Experience

33. Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

FIS Response

From time to time, FIS is involved in various litigation matters arising in the ordinary course of our business. While it is impossible to ascertain the ultimate resolution or range of financial liability with respect to these contingent matters, management believes none of these matters, either individually or in the aggregate, would have a material adverse effect on FIS or affect FIS' performance of any services.

FIS has never filed bankruptcy or related filings.

Region 10 Requirement

Qualification and Experience

34. Please check the applicable number:

1. A publicly held corporation; therefore, this reporting requirement is not applicable.
2. Is not owned or operated by anyone who has been convicted of a felony.
3. Is owned or operated by the following individual(s) who has/have been convicted of a felony/

FIS Response

FIS is a publicly held corporation: #1.

Value Add

Region 10 Requirement

Value Add

35. Detail how your organization plans to market this contract within the first 90 days of the award date. This may include but is not limited to:

- a) A co-branded press release within first 30 days
 - b) Announcement of award through any applicable social media sites
 - c) Direct mail campaigns
 - d) Co-branded collateral pieces
 - e) Advertisement of contract in regional or national publications
 - f) Participation in trade shows
 - g) Dedicated Equalis Group and Region 10 ESC internet web-based homepage with:
 - i) Equalis Group and Region 10 ESC Logo
-



ii) Kink to Equalis Group and Region 10 ESC website

iii) Summary of contract and services offered

iv) Due Diligence Documents including; copy of solicitation, copy of contract and any amendments, marketing materials

h) Announcement within your firm, including training of the agreement with your national sales force.

i) Marketing the agreement to new and existing government customers

FIS Response

FIS has marketing programs available to increase awareness and adoption of electronic payment services that we provide. Many marketing options are available, and FIS uses both internal marketing models as well as a partnership with external entities to create customized messaging and marketing materials that include, but are not limited to, banners and placards at locations to promote electronic payment and statement stuffers within tax bill notices.

We look forward to partnering with Region 10 to construct marketing messaging as this is beneficial to both FIS and Region 10. A mutually agreeable program can be coordinated with your designated Client Services Manager (CSM) as part of the services we provide.

We create awareness and drive demand through a variety of digital platforms, including social media, marketing automation tools, websites, landing page/microsites and e-newsletters. We also participate in tradeshow and conventions focused on a variety of markets, including government, education, utilities and health. We work closely with the card networks and collaborate with their efforts to propagate the latest card related events and activities.

Region 10 Requirement *Value Add*

36. Acknowledge that your organization agrees to provide its company logo(s) to Region 10 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

FIS Response

FIS complies with this requirement.

Region 10 Requirement *Value Add*

37. Provide the agency spend that your organization anticipates each year for the first three (3) years of this agreement.

\$ _____ in year one

\$ _____ in year two

\$ _____ in year three

FIS Response

Historically, FIS has committed marketing volume in-line with contract values and market opportunity. We are happy to discuss this further during the next phase of this process.

Region 10 Requirement*Value Add*

38. Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.

FIS Response

Worldpay will hold regularly scheduled business reviews with all of our merchants. The frequency can be mutually agreed upon and quarterly meetings can be accommodated. Topics that are covered include: authorization, settlements, interchange, chargeback management, returns, common best practices, processing efficiency opportunities, expense reduction, new products and services and industry updates. Worldpay will work with you to accommodate how often a review should be performed and what topics should be covered.

Appendix B: Pricing

Region 10 Requirement*Appendix B: Pricing*

All pricing must be entered into the Attachment B template provided. Products/lines completed will be used to establish the extent of the Respondents product lines, services, warranties, etc. that are available. All services offered under this contract must be priced or listed as free in order to be made available under the contract.

FIS Response

Worldpay complies with the requirements in Appendix B. Please refer to Attachment B “FIS_Regional 10_Equalis Pricing.pdf” for our Pricing document.

Appendix C: Certificates

Region 10 Requirement*Appendix C: Certificates*

Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

Please also list and include copies of any certificates you hold that would show value for your response not already included above.

FIS Response

As a public, level-one service provider to financial institutions and merchants, Worldpay is required to comply with industry standards such as the Federal Financial Institutions Examination Council (FFIEC), Payment Card Industry Data Security Standards (PCI-DSS), Sarbanes Oxley Act (SOX) and Statement on Standards for Attestation Engagements No. 18 (SSAE 18, formerly SSAE16).

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- SSAE 18 (formerly SSAE16) – Worldpay submits to annual audits of the effectiveness of the design and execution of specific controls over information technology and other processes related to the services provided to Worldpay’s clients. These audits and the SOC1, Type 2 reports summarizing the independent auditor’s opinion, are provided by the international accounting firm, Deloitte Touche Tohmatsu Limited. Reports are made available to clients and prospective clients through requests to the Worldpay Regulatory Compliance department.

These certifications will be in place for the duration of the contract. Upon request, we will provide Region 10 with the most recent and future audit reports related to these certifications.

Appendix D: Value Add

Region 10 Requirement

Appendix D: Value Add

Please include any additional products and/or services not included in the scope of the solicitation that you think will enhance and/or add value to this contract participating agencies.

FIS Response

In addition to the robust IntelliPay product and solution it offers, Worldpay also provides further products and/or services that can additionally benefit participating agencies.

OmniFlex boosts your payment acceptance capabilities by participating agencies new ways for their customers to pay.

For Card-Not-Present transactions, choose from options like virtual terminal, e-invoicing via email with QR code and text message, card on file, or recurring payments.

For Card-Present transactions, use any of the Worldpay certified EMV contact and contactless devices with support for Apple Pay and Google Pay. Then reconcile all your transactions within Omniflex’s custom reporting or our robust iQ online reporting portal or iQ Now mobile app.

Key Features of OmniFlex:

- Support for card present and card-not-present transactions
- E-invoicing via email, QR code, and text message
- EMV contact and contactless devices with support for Apple Pay and Google Pay
- Credential on file and recurring payments
- Account Updater to keep customer information up to date and accurate
- Level II and Level III data processing
- Custom reporting and user management

iQ is a robust, easy-to-use, web-based reporting tool to access your payment processing data. It is a comprehensive solution to give actionable insights into running your business more efficiently. View all your transaction data broken down by card types, gift transactions, chargebacks, and more.

Unlike other processors that offer outdated and non-secure reporting interfaces, iQ delivers a customizable interface to enable convenience and secure access to your business data. As an enterprise-class reporting tool, it is designed for merchants of all sizes to help streamline workflows, handle large data sets, and deliver reports that you need. iQ is a complete reporting system for online self-service reporting.

Key Features of iQ:

Alerts – Better monitor your business with various types of alerts regarding chargebacks, statements, reports, and more.

Flexible User Management – Effectively control administrative functions such as user set-up and profile settings. Track users as well as manage IP access and get a consolidated view of your users and data at the organizational level.

Worldpay Payment Processing Summary – View snapshots of your payment processing activity/history (up to 36 months of data) as well as provide a way to dive deeper into specific areas of your business. You are also able to view your processing statement.



Reporting and Search Tool – View historical key reports containing valuable information related to reconciliation, interchange management, fees, possible fraud, exception handling, etc. In addition, you can simply search by card numbers (full and partial), tokens, date range, or dollar amount to get important details on each transaction including EMV data. You can export to CSV or Excel spreadsheet.

Online Support – Our online self-service support will include interactive resources, informative industry content, and Worldpay ‘how-to’ product content.

Disputes - Use Disputes to view and respond to the various types of disputes (chargebacks) that could be brought against a merchant by a customer or card issuing bank. Merchants can easily search, select and work chargebacks, draft retrievals, and pre-notifications for resolution.

Virtual Terminal – Perform transactions on credit (Visa, MasterCard, Discover, JCB, Amex, and Diners) as well as Worldpay’s gift card program. Print and resend receipts on VT transactions and request transactions to be settled or deleted within seven days of authorization.

FraudSight blends together our vast transaction data visibility, the latest adaptive behavioral machine learning technology, and an award-winning fraud operations team—all to arm you for the right fight in fraud prevention. Fraud prevention is all about getting the good transactions through and stopping the bad ones. If your defenses are too weak, you open the door to more fraud and increased fraud costs. But overly strong defenses lead to false positives and increase the cost of abandoned carts and lost customers. FraudSight accurately sorts the good from the bad and strikes the right balance—one that is good for you and your customers.

FraudSight focuses on the right protection to guard your growth, so you can focus on delivering delightful customer experiences, at every interaction point.

Key Features of FraudSight include:

Real time decisioning of an authorization	FraudSight renders a decision in milliseconds so as to influence a decision at the time of the authorization. This is best opportunity to mitigate merchant losses.
Card Present and Card Not Present support	Consolidate dual fraud systems (one for CP, one for CNP) into a single solution with better visibility and approval rates
Multiple Integration Options including no integration	FraudSight provided fraud management on the authorization with no additional integration required by the merchant. Merchant-provided data is supported and welcomed to improve performance.
Managed service offering	With fraud visibility across 1MM merchants, the entire US, 25B transactions and a team of 120+ fraud professionals, Worldpay is uniquely positioned to manage fraud on your behalf. Merchant-managed fraud is also supported.

Machine Learning/Data Analytics	<p>Worldpay partnered with Featurespace after conducting an extensive Proof of Concept with several vendors who are house hold names in the fraud space. While all claim to have the best technology, Worldpay put them to the test to identify who truly is best. We are excited to have them as a partner in which Worldpay is integrating their technology into our environment for a seamless solution for our merchants. Featurespace provides the backbone of our FraudSight solution including:</p> <ul style="list-style-type: none"> • Machine learning fraud scores • Decisioning system • Manual review system
Manual Review system	Manual reviews can be managed by Worldpay or by the merchant
Best-in-breed technologies	The modular architecture supports a multi-vendor solution leveraging niche providers to improve overall performance

In addition to the above value add solutions, please refer to Attachment D: “FIS Equipment, Products, and Services.pdf”.

Appendix E: Vendor Contract and Signature Form

Region 10 Requirement

Appendix E: Vendor Contract and Signature Form

This Vendor Contract and Signature Form (“Contract”) is made as of _____, by and between (“Vendor”)and Region 10 Education Service Center (“Region 10 ESC”) for the purchase of Payment Products and Solutions (“the products and services”).

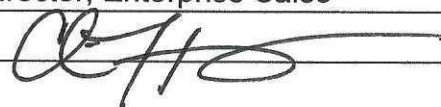
FIS Response

Please see form below.

CONTRACT SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name FIS
Address 8500 Governors Hill Rd
City/State/Zip Symmes Township, OH 45249
Telephone No. 866-622-2390
Fax No. _____
Email address chris.mccarney@fisglobal.com
Printed name Christopher McCarney
Position with company Director, Enterprise Sales
Authorized signature 

Term of contract _____ to _____

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional four (4) years if agreed to by Region 10 ESC. Vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

Region 10 ESC Authorized Agent

Date

Print Name

Equalis Group Contract Number _____

Appendix F: Additional Required Documents

Region 10 Requirement	Appendix F: Additional Required Documents
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- DOC #1 Clean Air and Water Act
- DOC #2 Debarment Notice
- DOC #3 Lobbying Certification
- DOC #4 Contractors Requirements
- DOC #5 Antitrust Certification Statement
- DOC #6 Implementation of House Bill 1295
- DOC #7 Boycott Certification
- DOC #8 Terrorist State Certification
- DOC #9 Resident Certification
- DOC #10 Federal Funds Certification Form

FOR VENDORS INTENDING TO DO BUSINESS IN ARIZONA:

- DOC #11 Arizona Contractor Requirements

FOR VENDORS INTENDING TO DO BUSINESS IN NEW JERSEY:

- DOC #12 Ownership Disclosure Form
- DOC #13 Non-Collusion Affidavit
- DOC #14 Affirmative Action Affidavit
- DOC #15 Political Contribution Disclosure Form
- DOC #16 Stockholder Disclosure Form

GENERAL TERMS & CONDITIONS ACCEPTANCE FORM

- DOC #17 General Terms & Conditions and Acceptance Form

FIS Response

Please see forms below.

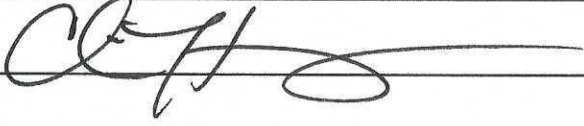
DOC #1 CLEAN AIR AND WATER ACT

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h)), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Potential Vendor: FIS

Title of Authorized Representative: Director, Enterprise Sales

Mailing Address: 8500 Governors Hill Rd, Symmes Township, OH 45249

Signature:  _____

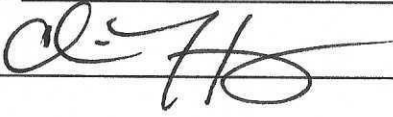
DOC #2 DEBARMENT NOTICE

I, the Vendor, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Potential Vendor: FIS

Title of Authorized Representative: Director, Enterprise Sales

Mailing Address: 8500 Governors Hill Rd, Symmes Township, OH 45249

Signature:  _____

DOC #3 LOBBYING CERTIFICATION

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by Section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his/her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all sub-recipients shall certify and disclose accordingly.



Signature of Respondent

10/30/2020

Date

DOC #4 CONTRACTOR CERTIFICATION REQUIREMENTS

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Region 10 ESC Participating entities in which work is being performed.

Fingerprint & Criminal Background Checks

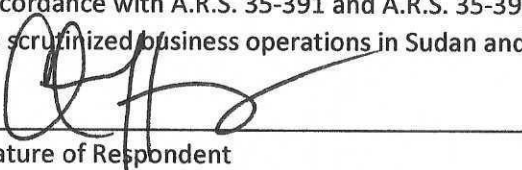
If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.



Signature of Respondent

10/30/2020

Date

**DOC #5 ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)**

I affirm under penalty of perjury of the laws of the State of Texas that:

- (1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
- (2) In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
- (3) In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and
- (4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

VENDOR FIS


ADDRESS 8500 Governors Hill Rd

Symmes Township, OH 45249

PHONE 804 920-4669

FAX _____

RESPONDANT



Signature

Christopher McCarney
Printed Name

Director, Enterprise Sales
Position with Company

AUTHORIZING OFFICIAL

Signature

Printed Name

Position with Company

DOC #6 IMPLEMENTATION OF HOUSE BILL 1295

Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Starting on January 1, 2016, the commission will make available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form and have the form notarized. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. The commission will post the completed Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency.

Information regarding how to use the filing application will be available on this site starting on January 1, 2016.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

DOC #7 BOYCOTT CERTIFICATION

Respondents must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

DOC #8 TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153. By execution of any agreement, the respondent certifies to REGION 10 ESC that it is not a listed company under any of those Texas Government Code provisions. Responders must voluntarily and knowingly acknowledge and agree that any agreement shall be null and void should facts arise leading the REGION 10 ESC to believe that the respondent was a listed company at the time of this procurement.

DOC #9 RESIDENT CERTIFICATION:

This Certification Section must be completed and submitted before a proposal can be awarded to your company. This information may be placed in an envelope labeled "Proprietary" and is not subject to public view. In order for a proposal to be considered, the following information must be provided. Failure to complete may result in rejection of the proposal:

As defined by Texas House Bill 602, a "nonresident Bidder" means a Bidder whose principal place of business is not in Texas, but excludes a contractor whose ultimate parent company or majority owner has its principal place of business in Texas.

Texas or Non-Texas Resident

- I certify that my company is a "resident Bidder"
- I certify that my company qualifies as a "nonresident Bidder"

If you qualify as a "nonresident Bidder," you must furnish the following information:

What is your resident state? (The state your principal place of business is located.)

FIS 8500 Governors Hill Rd Com

 pany Name Address

Symmets Township, OH 45249 City

 State Zip

DOC #10 FEDERAL FUNDS CERTIFICATION FORM

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). All Vendors submitting proposals must complete this Federal Funds Certification Form regarding Vendor's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using federal grant funds. This completed form will be made available to participating agencies for their use while considering their purchasing options when using federal grant funds. Participating agencies may also require Vendors to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Vendor should certify Vendor's agreement and ability to comply, where applicable, by having Vendor's authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a vendor fails to complete any item in this form, Region 10 ESC will consider the Vendor's response to be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the Vendor using federal funds.

1. Vendor Violation or Breach of Contract Terms:

Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.


Any Contract award will be subject to Region 10 ESC General Terms and Conditions, as well as any additional terms and conditions in any Purchase Order, participating agency ancillary contract, or Member Construction Contract agreed upon by Vendor and the participating agency which must be consistent with and protect the participating agency at least to the same extent as the Region 10 ESC Terms and Conditions.

The remedies under the Contract are in addition to any other remedies that may be available under law or in equity. By submitting a Proposal, you agree to these Vendor violation and breach of contract terms.

Does vendor agree? Type text here 
(Initials of Authorized Representative)

2. Termination for Cause or Convenience:

When a participating agency expends federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of \$10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror in the event Offeror fails to: (1) meet schedules, deadlines, and/or delivery dates within the time specified in the procurement solicitation, contract, and/or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and/or the procurement solicitation. participating agency also reserves the right to terminate the contract immediately, with written notice to offeror, for convenience, if participating agency believes, in its sole discretion that it is in the best interest of participating agency to do so. Offeror will be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other offerors when it is in participating agency's best interest.

Does vendor agree? 
(Initials of Authorized Representative)

3. Equal Employment Opportunity:

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Vendor agrees that such provision applies to any participating agency purchase or contract that meets the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 and Vendor agrees that it shall comply with such provision.

Does vendor agree? _____
(Initials of Authorized Representative)

4. Davis-Bacon Act:

When required by Federal program legislation, Vendor agrees that, for all participating agency prime construction contracts/purchases in excess of \$2,000, Vendor shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, Vendor is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, Vendor shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Vendor agrees that, for any purchase to which this requirement applies, the award of the purchase to the Vendor is conditioned upon Vendor's acceptance of the wage determination.

Vendor further agrees that it shall also comply with the Copeland "Anti-Kickback" Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

Does vendor agree? _____
(Initials of Authorized Representative)

5. Contract Work Hours and Safety Standards Act:


Where applicable, for all participating agency contracts or purchases in excess of \$100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 USC 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Does vendor agree? _____
(Initials of Authorized Representative)

6. Right to Inventions Made Under a Contract or Agreement:

If the participating agency's Federal award meets the definition of "funding agreement" under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance or experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.


Vendor agrees to comply with the above requirements when applicable.

Does vendor agree? 
_____ (Initials of Authorized Representative)

7. Clean Air Act and Federal Water Pollution Control Act:

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended – Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).


When required, Vendor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

Does vendor agree? 
_____ (Initials of Authorized Representative)

8. Debarment and Suspension:

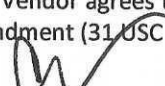
Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3 CFR Part 1989 Comp. p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Vendor certifies that Vendor is not currently listed on the government-wide exclusions in SAM, is not debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549. Vendor further agrees to immediately notify the Cooperative and all participating agencies with pending purchases or seeking to purchase from Vendor if Vendor is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Does vendor agree? 
_____ (Initials of Authorized Representative)

9. Byrd Anti-Lobbying Amendment:


Byrd Anti-Lobbying Amendment (31 USC 1352) -- Vendors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 USC 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. As applicable, Vendor agrees to file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 USC 1352).

Does vendor agree? 
_____ (Initials of Authorized Representative)

10. Procurement of Recovered Materials:

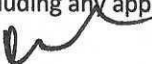
For participating agency purchases utilizing Federal funds, Vendor agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may require to confirm estimates and otherwise comply. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory

level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery, and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Does vendor agree? 
(Initials of Authorized Representative)


11. Profit as a Separate Element of Price:

For purchases using federal funds in excess of \$150,000, a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.323(b). When required by a participating agency, Vendor agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, Vendor agrees that the total price, including profit, charged by Vendor to the participating agency shall not exceed the awarded pricing, including any applicable discount, under Vendor's Cooperative Contract.

Does vendor agree? 
(Initials of Authorized Representative)

12. General Compliance and Cooperation with Participating Agencies:

In addition to the foregoing specific requirements, Vendor agrees, in accepting any Purchase Order from a participating agency, it shall make a good faith effort to work with participating agencies to provide such information and to satisfy such requirements as may apply to a particular participating agency purchase or purchases including, but not limited to, applicable recordkeeping and record retention requirements.

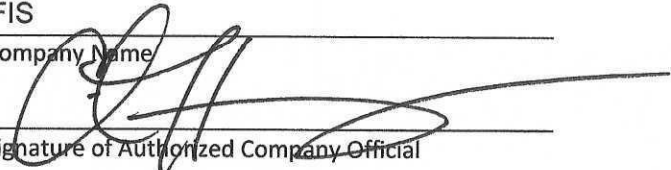
Does vendor agree? 
(Initials of Authorized Representative)

13. Applicability to Subcontractors

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does vendor agree? 
(Initials of Authorized Representative)

By signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

FIS
Company Name 
Signature of Authorized Company Official

Christopher McCarney
Printed Name

Director, Enterprise Sales
Title

10/30/2020
Date

AZ Compliance with Federal and state requirements: Contractor agrees when working on any federally assisted projects with more than \$2,000.00 in labor costs, to comply with all federal and state requirements, as well as Equal Opportunity Employment requirements and all other federal and state laws, statutes, etc. Contractor agrees to post wage rates at the work site and submit a copy of their payroll to the member for their files. Contractor must retain records for three years to allow the federal grantor agency access to these records, upon demand. Contractor also agrees to comply with the Arizona Executive Order 75-5, as amended by Executive Order 99-4.

When working on contracts funded with Federal Grant monies, contractor additionally agrees to comply with the administrative requirements for grants, and cooperative agreements to state, local and federally recognized Indian Tribal Governments.

AZ Compliance with workforce requirements: Pursuant to ARS 41-4401, Contractor and subcontractor(s) warrant their compliance with all federal and state immigration laws and regulations that relate to their employees, and compliance with ARS 23-214 subsection A, which states, ..."every employer, after hiring an employee, shall verify the employment eligibility of the employee through the E-Verify program" Region 10 ESC reserves the right to cancel or suspend the use of any contract for violations of immigration laws and regulations. Region 10 ESC and its members reserve the right to inspect the papers of any contractor or subcontract employee who works under this contract to ensure compliance with the warranty above.

AZ Contractor Employee Work Eligibility: By entering into this contract, contractor agrees and warrants compliance with A.R.S. 41-4401, A.R.S. 23-214, the Federal Immigration and Nationality Act (FINA), and all other Federal immigration laws and regulations. Region 10 ESC and/or Region 10 ESC members may request verification of compliance from any contractor or sub contractor performing work under this contract. Region 10 ESC and Region 10 ESC members reserve the right to confirm compliance. In the event that Region 10 ESC or Region 10 ESC members suspect or find that any contractor or subcontractor is not in compliance, Region 10 ESC may pursue any and all remedies allowed by law, including but not limited to suspension of work, termination of contract, suspension and/or debarment of the contractor. All cost associated with any legal action will be the responsibility of the contractor.

AZ Non-Compliance: All federally assisted contracts to members that exceed \$10,000.00 may be terminated by the federal grantee for noncompliance by contractor. In projects that are not federally funded, Respondent must agree to meet any federal, state or local requirements as necessary. In addition, if compliance with the federal regulations increases the contract costs beyond the agreed on costs in this solicitation, the additional costs may only apply to the portion of the work paid by the federal grantee.

Registered Sex Offender Restrictions (Arizona): For work to be performed at an Arizona school, contractor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are present, or reasonably expected to be present. Contractor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Region 10 ESC member's discretion. Contractor must identify any additional costs associated with compliance to this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Offshore Performance of Work Prohibited: Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States.

Terrorism Country Divestments: In accordance with A.R.S. 35-392, Region 10 ESC and Region 10 ESC members are prohibited from purchasing from a company that is in violation of the Export Administration Act. By entering into the contract, contractor warrants compliance with the Export Administration Act.

The undersigned hereby accepts and agrees to comply with all statutory compliance and notice requirements listed in this document.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

10/30/2020

Signature of Respondent

Date

DOC #12 OWNERSHIP DISCLOSURE FORM (N.J.S. 52:25-24.2)

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the Respondent shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: FIS

Street: 8500 Governors Hill Rd

City, State, Zip Code: Symmes Township, OH 45249

Complete as appropriate:

I _____, certify that I am the sole owner of _____, that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.

OR:

I _____, a partner in _____, do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.

OR:

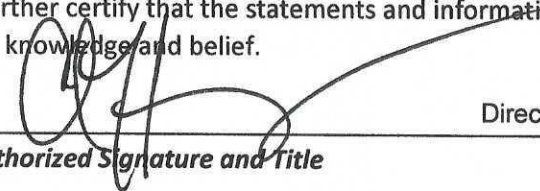
I Christopher McCarney _____, an authorized representative of FIS _____, a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest
-------------	----------------	-----------------

Provided in financial documents		

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.



Authorized Signature and Title Director, Enterprise Sales

Date 10/30/2020

DOC #13 NON-COLLUSION AFFIDAVIT

Company Name: FIS
Street: 8500 Governors Hill Rd
City, State, Zip Code: Symmes Township, OH 45249

State of New Jersey Virginia

County of Chesterfield

I, Christopher McCarney of the Chester
Name City

in the County of Chesterfield, State of Virginia of full
age, being duly sworn according to law on my oath depose and say that:

I am the Director, Enterprise Sales of the firm of FIS
Title Company Name

the Respondent making the Proposal for the goods, services or public work specified under the Harrison
Township Board of Education attached proposal, and that I executed the said proposal with full authority to do
so; that said Respondent has not directly or indirectly entered into any agreement, participated in any collusion,
or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal, and
that all statements contained in said bid proposal and in this affidavit are true and correct, and made with full
knowledge that the Harrison Township Board of Education relies upon the truth of the statements contained in
said bid proposal and in the statements contained in this affidavit in awarding the contract for the said goods,
services or public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such
contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee,
except bona fide employees or bona fide established commercial or selling agencies maintained by

FIS
Company Name

Handwritten signature of Christopher McCarney

Director, Enterprise Sales

Authorized Signature & Title

Subscribed and sworn before me

this 2nd day of November, 2020

Notary Public of New Jersey Virginia (chesterfield)
My commission expires 9/30, 2022



SEAL

Company Name: FIS
Street: 8500 Governors Hill Rd
City, State, Zip Code: Symmes Township, OH 45249

Bid Proposal Certification:

Indicate below your compliance with New Jersey Affirmative Action regulations. Your proposal will be accepted even if you are not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)


Vendors must submit with proposal:

- 1. A photo copy of their Federal Letter of Affirmative Action Plan Approval _____
OR
- 2. A photo copy of their Certificate of Employee Information Report _____
OR
- 3. A complete Affirmative Action Employee Information Report (AA302) _____

Public Work – Over \$50,000 Total Project Cost:

- A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form XX
AA201-A upon receipt from the Harrison Township Board of Education
- B. Approved Federal or New Jersey Plan – certificate enclosed _____

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

 _____ Director, Enterprise Sales 10/30/2020
Authorized Signature and Title Date

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color,

national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

A handwritten signature in black ink, consisting of stylized cursive letters, positioned above a horizontal line.

Signature of Procurement Agent

Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.**

What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information is available in Local Finance Notice 2006-1 (https://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html).

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a) The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at https://www.state.nj.us/dca/divisions/dlgs/programs/pay_2_play.html They will be updated from time-to-time as necessary.
 - b) A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c) Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d) The form may be used “as-is”, subject to edits as described herein.
 - e) The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f) The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract. (See Local Finance Notice 2006-7 for additional information on this obligation) A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. **NOTE: This section is not applicable to Boards of Education.**

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a “fair and open” process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

4. any State, county, or municipal committee of a political party
5. any legislative leadership committee*
6. any continuing political committee (a.k.a., political action committee)
7. any candidate committee of a candidate for, or holder of, an elective office:
 1. of the public entity awarding the contract
 2. of that county in which that public entity is located
 3. of another public entity within that county
 4. or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county. The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

8. individuals with an “interest” ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
9. all principals, partners, officers, or directors of the business entity or their spouses
10. any subsidiaries directly or indirectly controlled by the business entity
11. IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs). When the business entity is a natural person, “a contribution by that person’s spouse or child, residing therewith, shall be deemed to be a contribution by the business entity.” [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure. Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report. The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor’s responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement. The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor’s submission and is disclosable to the public under the Open Public Records Act. The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law.

NOTE: This section does not apply to Board of Education contracts.

* N.J.S.A. 19:44A-3(s): “The term “legislative leadership committee” means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures.”

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

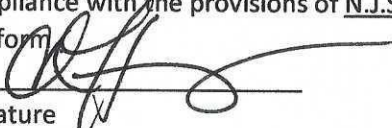
Required Pursuant To N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	FIS		
Address:	8500 Governors Hill Rd		
City:	Symmes Township	State:	OH Zip: 45249

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form


 Signature _____ Printed Name Christopher McCarney Title Director, Enterprise Sales

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than \$300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

Check here if disclosure is provided in electronic form.

Contributor Name	Recipient Name	Date	Dollar Amount
			\$

Check here if the information is continued on subsequent page(s)

List of Agencies with Elected Officials Required for Political Contribution Disclosure

N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

County Clerk

Sheriff

{County Executive}

Surrogate

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM WWW.NJ.GOV/DCA/LGS/P2P A COUNTY-BASED, CUSTOMIZABLE FORM.

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

Partnership

Sole Proprietorship

Limited Liability Partnership

Limited Partnership

Subchapter S Corporation

Corporation

Limited Liability Corporation

Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders: *Provided in Financial documents. [Signature] 11/2/2020*

Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:
Subscribed and sworn before me this <u>02nd</u> day of <u>November</u> , 20 <u>20</u>	<u>[Signature]</u> (Affiant)
(Notary Public) <u>[Signature]</u>	<u>Christopher McCurney, Director, Enterprise Subes.</u> (Print name & title of affiant)
My Commission expires: <u>9/30/22</u> <u>Chesterfield, VA</u>	(Corporate Seal)



DOC #17 GENERAL TERMS & CONDITIONS ACCEPTANCE FORM

Signature on the Vendor Contract Signature form certifies complete acceptance of the General Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the General Terms and Conditions:

We take no exceptions/deviations to the general terms and conditions

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

We take the following exceptions/deviations to the general terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general terms and conditions that you are taking exceptions/deviations to. Clearly state if you are adding additions terms and conditions to the general terms and conditions. Provide details on your exceptions/deviations below:

(Note: Unacceptable exceptions shall remove your proposal from consideration for award. Region 10 ESC shall be the sole judge on the acceptance of exceptions/deviations and the decision shall be final.)

Attachments

- A: Attachment A: Equalis Group Exhibits
- B: Attachment B FIS_Region 10_Equalis Pricing
- C: Open Records Policy Acknowledgement and Acceptance Form
- D: FIS Equipment, Products, and Services
- E: FIS Corporate Security Policy

Please see Attachments A, C, D, and E below. Our Pricing document, Attachment B, is submitted in the Pricing section of the Bonfire Portal.

ATTACHMENT A: Requirements for Lead Agency Agreement To be administered by Equalis Group

The following exhibits are used in evaluating and administering Lead Agency Agreements and are preferred by Equalis Group. Redlined copies of the exhibits should not be submitted with the response. Should a respondent be recommended for award, these exhibits will be negotiated and executed between Equalis Group and the respondent. **Respondents must select one of the following options for submitting their response and submit this page only.**

- Respondent agrees to all terms and conditions outlined in each of the following exhibits
- Respondent wishes to negotiate directly with Equalis Group on terms and conditions outlined in each of the following exhibits. Negotiations will commence after sealed bids are opened and Region 10 has determined the respondent met all requirements in their response and may be eligible for award.

- Equalis Group Exhibit A – EQUALIS GROUP RESPONSE FOR LEAD AGENCY AGREEMENT
- Equalis Group Exhibit B – EQUALIS GROUP ADMINISTRATION AGREEMENT
- Equalis Group Exhibit C – EQUALIS GROUP MASTER INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENT
- Equalis Group Exhibit D – EQUALIS GROUP CONTRACT SALES REPORTING TEMPLATE
Equalis Group

OPEN RECORDS POLICY ACKNOWLEDGMENT AND ACCEPTANCE

Be advised that all information and documents submitted will be subject to the Public Information Act requirements governed by Chapter 552 of the Texas Government Code.

Because contracts are awarded by a Texas governmental entity, all responses submitted are subject to release as public information after contracts are executed. If a Respondent believes that its response, or parts of its response, may be exempted from disclosure to the public, the Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempted from disclosure. In addition, the Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Respondent must provide this information on the "Acknowledgement and Acceptance to Region 10 ESC's Public Information Act Policy" form found on the next page of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 10 ESC must provide the OAG with the information requested in order for the OAG to render an opinion. In such circumstances, Respondent will be notified in writing that the material has been requested and delivered to the OAG. Respondent will have an opportunity to make arguments to the OAG in writing regarding the exception(s) to the TPIA that permit the information to be withheld from public disclosure. Respondents are advised that such arguments to the OAG must be specific and well-reasoned--vague and general claims to confidentiality by the Respondent are generally not acceptable to the OAG. Once the OAG opinion is received by Region 10 ESC, Region 10 ESC must comply with the opinions of the OAG. Region 10 ESC assumes no responsibility for asserting legal arguments on behalf of any Respondent. Respondents are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

After completion of award, these documents will be available for public inspection.

Signature below certifies complete acceptance of Region 10 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary). Check one of the following responses to the Acknowledgment and Acceptance of Region 10 ESC's Open Records Policy below:

We acknowledge Region 10 ESC's Public Information Act policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.

(Note: All information believed to be a trade secret or proprietary must be listed below. It is further understood that failure to identify such information, in strict accordance with the instructions below, will result in that information being considered public information and released, if requested under the Public Information Act.)


We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

(Note: Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).)

11/3/2020
Date


Authorized Signature & Title

Director, Enterprise Sales

FIS Equipment/Products/Services	FIS E/P/S Description
	Please see our PDF attachments on the following pages, which are represented by the graphics below.
Payment Processing	<p>Worldpay from FIS Overview Worldpay, Inc. (NYSE: WP; LSE: WPY) is a leading payments provider with unique capability to power global integrated omni-commerce, any payment, anywhere. With industry-leading scale and an unmatched integrated technology platform, Worldpay offers clients a comprehensive suite of products and services globally.</p> 
Billers Solutions	<p>Billers Solutions Overview Strengthen and grow your customer relationships, differentiate your services from other market providers, and boost your billing effectiveness with Electronic Bill Presentment and Payment (EBPP) solutions from FIS</p> 
Integrated Payables	<p>Integrated Payables Overview FIS Integrated Payables is a best-in-class SaaS platform that allows organizations of all types to transform their accounts payable disbursements, by sending a single payment file to FIS and utilizing our intelligent decisioning to pay all vendors and suppliers regardless of payment modality. Check, Wire, FX, ACH or Virtual Card, FIS can do it all. In addition, by migrating your disbursements from paper check to electronic payment, FIS eliminates your liability of housing bank account information and allows you to reduce paper records.</p> 
PrePaid & Cards	<p>PrePaid Overview Serving both business and financial institutions, FIS provides single-load (gift, corporate gift, incentive, mall and rebate) and reloadable products (general purpose, benefits, government disbursement, healthcare, incentive, payroll, remittance, teen/family and travel). Our custom and packaged programs include account management, card production and personalization, inventory management, customized distribution, transaction processing, fraud prevention, funds settlement, customer service, dispute processing and detailed reporting.</p> 
FOS (Print mail and other omnichannel solutions)	<p>Payments + CCM Output Solutions: The goals for the Sourcewell sourcing initiative will ensure the firm will continue to deliver excellent service experiences to customers while reducing costs. Selecting the right partner is critical – the ideal partner will be able to deliver an industry-leading electronic bill presentment and payment (EBPP) solution and reliable Customer Communications Management (CCM) coupled with transactional document delivery solutions. In addition, that partner will position Sourcewell customers</p> 
Image Center/Item Processing & Remittance/Lockbox	<p>FIS Image Payments Solutions The FIS Image Solutions Division includes Check/Item Processing, Remit/Lockbox Processing and Enterprise Content Management. 75% of top 100 North American financial institutions leverage FIS' Managed Service Model or Software (over 6 billion checks/items processed annually).</p> 
Payment Recovery Services	<p>Payment Recovery Services Overview FIS Check/Item Processing offers end-to-end functionality on a single platform, image capture to cash-letter processing with including unrivaled stability, configurability and functionality with a 99.95+% outsource system uptime.</p> 
FIS Content Management (FCM)	<p>FIS Content Management Overview The FIS Content Management Overview graphic shows a complex flowchart of content management processes.</p> 
Global Commercial Services	<p>GCS Overview To meet today's ever-changing technology, economic, and social climates while satisfying ever-increasing customer demands, it is critical to engage with partners that share the same strategic vision and passion for excellence. The fact that FIS is ranked number one on the IDC Fintech ranking, ensures that FIS Clients benefit from cutting edge technology, industry leading customer service, sound processes, compelling thought leadership, and strong guiding principles. We work together with our clients to meet and exceed their expectations.</p> 

worldpay
from FIS

**ENTERPRISE
SOLUTIONS
FOR NORTH
AMERICA**



GET MORE CONTROL OF YOUR PAYMENTS

The balance of power in the payments space is shifting. For too long it has been on the side of the card networks, regulators, market trends, and fraudsters – but all of this is changing. As the world's largest processor and payments advocate, Worldpay from FIS can help you gain more control over more of your payments in three key ways:





Reach

Because breaking into a new market or accepting a new payment type already comes with enough unknowns.

Whether that means accepting a new currency across the globe or adding in the latest digital wallet technology, Worldpay has the expertise to get you there. With support in 146 countries, 300+ payment types and 126 currencies, our solutions cover all your sales channels at home and abroad.



Revenue

Because big enterprises are up against an even bigger system.

Leverage our network advocacy, data insights, and advanced payment technologies that allow you to meet new customer expectations and drive seamless commerce. Our solutions are designed to not only protect and secure your transactions, but also to convert more sales and lower the overall cost of acceptance.



Responsiveness

Because it's our business to know yours.

Get a relationship manager who not only knows payments inside and out, but who knows you and your business. We provide immediate help for day-to-day issues, and partner with you to solve for larger payment challenges. We also consult with you to optimize your entire payment strategy, and prepare you for the regulatory change that no one else saw coming.

Have the world's largest payments advocate working for you.



From the mobile app to the drive-thru, get more control of your payments.

Fend off fraudsters and protect customer data without fending off revenue.



Boost customer loyalty, reduce card acceptance costs.

Solutions portfolio

Whether you take payments in-store, online or on a mobile device, solving for customer needs is at the forefront of our solutions portfolio. Understanding where we can add value at each stage of the payments lifecycle guides our product strategy. Our solutions can be organized into five categories:



Surrounding your world with payment innovation.



Connect

Simply and flexibly connect your enterprise to the future of commerce

Run your business better, integrate simply, and connect to the complete service and software world of Worldpay. With solutions that range from modern APIs and developer assistance, to installing the latest smart terminal, to connecting to us through a gateway or integrated partner, we make integrating to us simple and flexible.

Broad Partner Ecosystem: Leverage hundreds of partnerships with POS providers, ISV's, eCommerce platforms and ERP systems to make accessing our payment solutions simpler than ever.

Payment Terminals: Flexible POS terminal solutions that help grow your business, increase sales, and improve customer retention.

Worldpay ONE & modern API's: Worldpay ONE is a web based all-in-one developer network that makes it easier to integrate payments into your environment. Access all our APIs and SDKs with documentation, sample code, developer sandboxes, and simulated test environments.

"The synergy that Worldpay and Nordstrom has is their value of servicing the customer. You realize that your business is only as good as your customer's business. And so that's why I keep referring to Worldpay as a partner—a partner in service."

- VP Payments & New Market, Nordstrom





Enable every payment made anywhere, anytime,
anyway

With omnichannel commerce exploding across the globe, you need to accept any payment, anywhere, anytime. From digital wallets to POS and hundreds of alternative payment options, we provide scalable, reliable payment processing to ensure your business is always up and running.

US and Canadian In-store Processing: Consistent borderless commerce experience with one single point of integration and simple, streamlined reporting that lets you see insights across your North American enterprise.

Global eCommerce Processing: With our consultative approach and dynamic technology platform, we help you navigate through the complexities of the online payments landscape and take business around the world.

Digital Wallets & Alternative Payments: Create a smooth checkout experience and allow customers to securely make their purchase with the click of a button, tap of the phone or alternative payment options like Alipay, UnionPay and Amazon Pay.

OnDemand Payments: Bring your omnichannel payments together to set your business apart. From online ordering to in-store pickup and on-the-phone service, your retail enterprise will be everywhere, any time, day or night.

Pay in Your Currency: With 60+ currency conversion options, enable your international in-store customers to pay for goods and services in the currency they understand best — their own.





Protect

Secure transactions, minimize fraud and reduce risk

Catch fraud without suppressing sales and defend against today's dynamic threats with our robust suite of security and fraud solutions for all your sales channels. Point-to-point encryption, tokenization and FraudSight are just a few of our ever-evolving protection solutions available to help protect and secure your customer data.

FraudSight: A multilayered fraud solution that combines nearly 40 billion transactions, unparalleled machine learning, and an award-winning team of experts to minimize fraud losses.

OmniToken/Tokenization: Safely remove cardholder data or sensitive PII data and replace with tokenized values. Preserve business intelligence, eliminate reputational risks and reduce PCI scope.

Point-to-Point: Protect cardholder data at the point of capture device to give you peace of mind about potential data compromise and receive optional notifications to ensure your system is enabled and working.

eProtect: Card-not-present data security service that captures and encrypts cardholder data upon entry into your online checkout page decreasing risk of cyber-attacks.

OmniToken Translator: Allow third parties to redeem dynamic tokens for clear cardholder data without jeopardizing the integrity of the tokens.





Grow

Accelerate revenue through optimized processing while reducing costs

Grow sales, route and save with innovative value-added solutions that put our intelligence to work for you. Whether that means increasing approval rates, making intelligent routing decisions, or launching a gift card program, Worldpay can help you maximize savings, gain competitive edge, and get the complete picture of payments activity to help you accelerate revenue.

Prime: Fully-managed data-driven service that examines each eligible debit transaction and routes to the appropriate network based on a predetermined client network strategy or lowest possible cost.

MerchantPay ACH: Connect your loyalty program to your customers checking account. Reduce cost of acceptance while enhancing your customers buying experience.

Gift Card: A complete gift card solution to help generate new revenue, increase brand exposure, and manage gift card sales.

Account Updater: The ultimate card-on-file revenue accelerator, turning recurring payment authorization declines into approvals. Updates account information before the transaction is processed.

AuthMax: Real-time online approval optimization solution that analyzes numerous authorization-related factors and makes adjustments that are required to maximize approvals.

TruSpend Advertising Analytics: Single source of actionable, credible intelligence to measure market behaviors, optimize strategies, and grow sales.

“Prime routing is the Cadillac. It does what it has to do and it has all the flexibility you need as a merchant to understand the benefits. We use iQ for reporting, research or reconciliation. And of course, we have the dispute process as well for chargebacks. With my experience with other acquirers, the Worldpay experience has been probably the most positive.”

- Manager, Electronic Payments, Dollar Tree/Family Dollar



Experience

From service excellence to transformational data insights, turn payments into a strategic advantage

Create advantage and gain action-driven insights with our self-service portal, white-glove boarding process, and dedicated team of relationship managers, solutions consultants, and network advocates.

Our years of expertise bring a wide breadth of knowledge and insight to your business.

Strategic Payments Consulting: Put our years of experience to work for you. From initial solution design to helping you navigate the ever-changing payments landscape, rely on us to guide your payment strategy.

Relationship Management: Have a proactive partner who will not only support your day-to-day operations but will advocate for you with the card brands, ensure you know about regulatory changes, new technologies, industry trends, and best practices. Operational support is always available– 24x7x365.

iQ Reporting: A robust, easy-to-use web-based reporting and self-service tool that gives you the ability to manage electronic payments quickly.

DataEdge: Advanced analytics tool that allows you to build custom insights based on your business requirements. The scheduling option makes sure you receive the data in the format you need, when you need it.

Advantage Program: Customer portal and communications program providing resources, education, latest product updates, and thought leadership for continuous learning and engagement.

“We’ve been extremely happy. From the account executive team, to the project management team, to the certification teams, everyone has been stellar.”

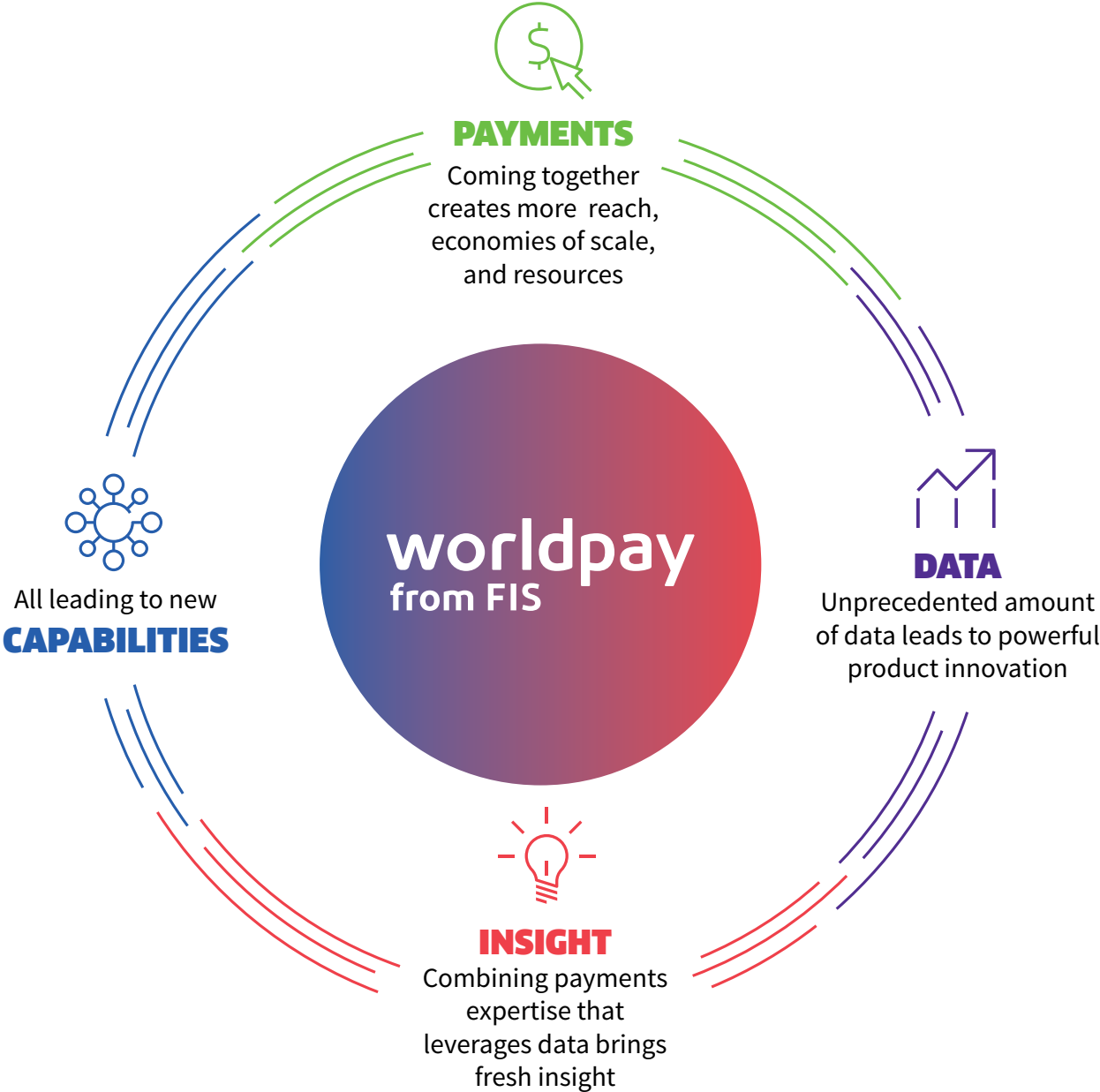
- Assistant Manager POS & Sales Systems, Discount Tires



The Worldpay effect

Fueling innovation is the combination on of data, learnings and expertise. With more than 40B payment transactions running through our network annually, and decades of global industry knowledge, we have a network effect flow that leads to unique and powerful solutions for our customers.

More payment transactions lead to robust data, which influences the insight needed for delivering new capabilities that fuel the future of payments.



worldpay
from FIS

worldpay.com

WFM003 08.19

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OMNIFLEX: THE ALL-IN-ONE ONLINE SOLUTION FOR SMARTER PAYMENTS

Today's consumers expect to pay the way they want to, whether they're in-store, on the phone or on the move. With **OmniFlex**, you can easily offer an all-in-one solution to effectively manage an expanded range of payment experiences. Securely accept and manage Card Present, Card-Not-Present, real-time or recurring transactions, anytime, anywhere. OmniFlex helps your business reinvent to meet the needs of consumers.



**Virtual Terminal
& Contactless
functionality**



**e-Invoicing via
email, QR code &
text messaging**



**Streamlined
customer
management**



**Smarter, faster
payment acceptance at
the point of sale**

HELPING YOU RESPOND & THRIVE

With more customers buying online than ever before, OmniFlex lets you accept payments and manage your customers, payment methods and previous transactions easily and cost-effectively, from any location with an Internet connection.

Key Features/Functionality

- Accept electronic checks as well as track cash payments
- Set up recurring card or check payments and send electronic invoices
- Choose EMV Contact and Contactless for credit and debit using selected triPOS™ Cloud-supported PIN pads
- Easily administer multiple users and store locations
- Address verification service and CVV against billing and shipping addresses
- Easily issue refunds, make adjustments, send e-receipts and run reports
- Automatically close batch settlements at selected times



**NOW IS THE TIME TO PIVOT QUICKLY AND MEET CHANGING
CUSTOMER PAYMENT PREFERENCES.**

OPEN UP NEW PAYMENT POSSIBILITIES

OmniFlex boosts your payment acceptance capabilities by offering your customers new ways to pay.

For Card-Not-present Transactions, choose from options like e-invoicing via email with QR code and text message, card on file or recurring payments.

Use any of our EMV Contact and Contactless devices with support for Apple Pay® and Google Pay™ for Card-Present transactions, then reconcile all your transactions in our iQ online reporting portal or our iQ Now mobile app.

OMNIFLEX FOR STRONGER SECURITY

With OmniFlex, all your payments data is safely stored on our PCI-compliant server, so you always have a backup option to maintain continuity when the unexpected happens.

- **Authentication**
Including fully-tokenized transactions while in-flight or at rest for reporting or future use
- **Authorization**
Role-based access control
- **PCI compliance**
Hosted within secure infrastructure and network, to streamline compliance

OMNIFLEX FOR SMARTER PAYMENTS

- A faster way to manage payments, make adjustments, and checkout customers
- 24/7 access anywhere with internet via popular web interfaces
- A PCI-compliant application to accept payments in-store or over the phone and send an invoice
- An easier way to manage multiple store locations, users, and reports
- User-friendly interface

SUPPORT



Best-in-class customer service with a variety of contact methods:

- Application support
- Self-service support hub
- Online incident ticketing system
- Email collaboration

**NOW IS THE TIME FOR OMNIFLEX.
CONTACT US TODAY TO GET STARTED.**

Run your business, better

iQ is a robust, easy-to-use, web-based reporting tool to access your payment processing data. It is a comprehensive solution to give actionable insights into running your business more efficiently. View all your transaction data broken down by card types, gift transactions, chargebacks, and more. Unlike other processors that offer outdated and non-secure reporting interfaces, iQ delivers a customizable interface to enable convenience and secure access to your business data. As an enterprise-class reporting tool, it is designed for merchants of all sizes to help streamline workflows, handle large data sets, and deliver reports that you need. iQ is a complete reporting system for online self-service reporting.

Key Features of iQ:

Alerts – Better monitor your business with various types of alerts regarding chargebacks, statements, reports, and more.

Flexible User Management – Effectively control administrative functions such as user set-up and profile settings. Track users as well as manage IP access and get a consolidated view of your users and data at the organizational level.

Worldpay Payment Processing Summary – View snapshots of your payment processing activity/history* as well as provide a way to dive deeper into specific areas of your business. You are also able to view your processing statement.

Reporting and Search Tool – View historical key reports containing valuable information related to reconciliation, interchange management, fees, possible fraud, exception handling, etc. In addition you can simply search by card numbers (full and partial), tokens, date range, or dollar amount to get important details on each transaction including EMV data. You can export to CSV or Excel spreadsheet.

Online Support – Our online self-service support will include interactive resources, informative industry content, and Worldpay 'how-to' product content.

Disputes – Use Disputes to view and respond to the various types of disputes (chargebacks) that could be brought against a merchant by a customer or card issuing bank. Merchants can easily search, select and work chargebacks, draft retrievals, and pre-notifications for resolution.

Key Benefits of iQ:

- Proactive notifications of important financial items.
- Quick and easy access to payment transaction data.
- Adaptable reports to see your data the way you do business.
- Comprehensive solution to help you focus on what's important to your business.



Experience

From service excellence to transformational data insights, turn payments into a strategic advantage.

Billers Solutions

Government

eBill Presentment and Payment (EBPP)

Federal, state and local government agencies are offering more payment channels to their constituents for payment of taxes, utilities, fees, fines and other payment types in more convenient, easy-to-use, secure and industry-compliant ways.

Billers Solutions is a flexible EBPP solution designed to handle high transaction volumes. With this advanced suite of solutions, you can provide your constituents with convenience and ease of use while your department benefits from:

- No-cost implementation
- Streamlined back-office processes
- Ease of reconciliation with Consolidated Settlement
- Compliance with all Payment Card Industry (PCI) requirements, card association rules and Data Security Standards (DSS) – Level 1
- A single source of truth for reporting and transaction history

To keep up with the demand of non-cash transactions, Worldpay from FIS provides a one-stop shop that offers the convenience and ease of use for constituents to pay for state and federal taxes, property taxes, child support, fees, fines and many other types of payments by using options such as debit cards, credit cards, Apple Pay and Google Pay. Whether it be a one-time, scheduled, recurring or future dated payment, your constituents will appreciate the modernization being offered to them. In addition, your agency will benefit from quicker reconciliation of all payments and a streamlined back-office process to ease the workload during peak seasons.

North American trends in electronic bill payment*

- In 2019, the preferred payment method of online payments was credit card (34 percent), followed by mobile wallet (24 percent) and debit card (18 percent).
- At the point of sale (POS), credit cards continue to top the list of commonly used payment methods at 40 percent in 2019 and projected to earn 42 percent in 2023.
- Mobile wallets are expected to overtake credit cards to become the leading online payment method to account for 37 percent of e-commerce spend by 2023.
- POS cash transactions are expected to fall to 11 percent by 2023.

**Worldpay Global Payments Report*

Worldpay from FIS manages all processing and related services in-house, with no outsourcing to third-party providers. This means faster service and lower costs to your agency and constituents.

Advantages

- Easy-to-use payment channels: Online, interactive voice response (IVR), POS, mobile technologies, kiosks, SMS text and more
- Convenience fee or agency funded models
- Reduced paper-handling costs while going green
- Faster payment posting with our 24- to 48-hour full settlement options
- Ongoing compliance with all regulatory requirements
- Optional 24/7 constituent care through our call center
- Seamless integration with your existing software applications
- Adoption marketing services to help you convert constituents from paper to electronic payment options

Benefits for your constituents

- The convenience they have come to expect to make any type of payment
- The flexibility to pay by cash, credit card, debit card or directly from a checking or savings account
- Reduced worries about missing a payment or incurring late charges
- Protection from the exposure of personally identifiable information

A trusted partner

With a 50+ year history rooted in the financial services industry, FIS™ reaches well beyond geographical and cultural borders throughout the world. Our work and vision continue to expand with a strategy that has given FIS one of the most comprehensive solution sets in the industry. We champion clients from merchants to banking to capital markets, retail to corporate and everything touched by financial services.

FIS' solution breadth, market reach, client relationships and industry expertise creates an opportunity to provide solutions that transform how government entities receive payments. FIS processes more than 75 billion transactions annually, or a volume of 70 million payments for government entities alone. More than 450 million bills and documents are loaded each year, and over six million customers are enrolled in the electronic bill presentment and payment programs offered by our clients.

Billers Solutions

eBill Presentment and Payment (EBPP)

Strengthen and grow your customer relationships, differentiate your services from other market providers, and boost your billing effectiveness with EBPP solutions from Worldpay from FIS

Finally – an EBPP solution that’s about the customer, not the bill. Imagine. Valuable payment services that your customers genuinely appreciate, reduced paper-handling costs, and greater operational efficiencies.

Strengthen and grow your customers’ future – and yours

Today’s savvy customers expect online bill presentment and payment. As a biller, if you’re not already offering this convenience, you may not be meeting your customers’ needs. With Worldpay from FIS’ Biller Solutions suite, you can easily enter the marketplace with a superior EBPP solution that can help to maximize customer usage and support your business strategies.

Biller Solutions gives you the flexibility you need to offer your customers an entire EBPP program or just a one-time payment solution. The one-time payment option can ease tentative customers into the process of paying their bills electronically without requiring them to enroll in full bill presentment. Either solution is based on the needs of your customers, giving them the payment options they want. It’s really a winning situation. You have an

North American trends in electronic bill payment*

- In 2019, the preferred payment method of online payments was credit card (34 percent), followed by mobile wallet (24 percent) and debit card (18 percent).
- At the point of sale (POS), credit cards continue to top the list of commonly used payment methods at 40 percent in 2019 and projected to earn 42 percent in 2023.
- Mobile wallets are expected to overtake credit cards to become the leading online payment method to account for 37 percent of e-commerce spend by 2023.
- POS cash transactions are expected to fall to 11 percent by 2023.

**Worldpay Global Payments Report*

electronic payment system that's fast, accurate and easy to use, and your branding takes center stage, while we work with you to make it all happen.

With Biller Solutions, your customers can make secure payments online, over the phone (through a phone-based payment system or via customer service representatives), in-person or via a kiosk and, with a fully PCI-compliant solution, they can pay by credit card, by debit card or directly from their savings or checking accounts. Think about payments and funds that are available faster and require less administrative work. Add to these benefits significant cost savings from the elimination of paper bills, more efficient accounts receivable operations, quick payment posting, and the ability to provide various payment channels to your customers for their convenience.

And that's not all.

When you partner with Worldpay from FIS, you enhance your service offerings, your customer service, your market position and your profitability, strengthening the relationships you now have with your customers – and those you'll gain in the future.

When situations arise that require assistance, our customer care call center offers you customer service and technical support 24 hours a day, seven days a week, as well as access to research tools for addressing issues specific to customer payments.

Worldpay from FIS also has a state-of-the-art data warehouse that provides a single source for all of your customer data. You can take this data and transform it into knowledge about your customers that you can actually use to strengthen your relationships with them.

With Worldpay from FIS, you also gain an increased distribution network. With more than four million active electronic bill customers using bill payment through Worldpay from FIS, we offer the widest array of choices for bill access "endpoints." You also get a complete end-to-end EBPP network.

Finally, a billing solution that's easy for you – and your customers.

Now, that's what you want in an electronic presentment and payment solution.

A combination that benefits everyone

You don't offer electronic bills today? No problem. We can take your existing print stream and convert it to electronic bills. And, if you already offer electronic bills or e-statements, how happy are you with the way they look? CSF® Designer, a document composition tool from Worldpay from FIS, seamlessly integrates with the Biller Solutions platform and allows you to leverage your existing printed bills and statements for online presentment and payment.

You can compose and design your customer bills and statements in CSF Designer without affecting the Biller Solutions application's ability to present them online. And because of its complete integration, you can preview your documents as HTML. In addition, the Biller Solutions product suites are highly configurable, allowing you to determine labels, logos, colors and messages. This significantly reduces the time it takes to redesign statements for online presentment, because you can do all the preparation before your customers ever receive them online.

Finally, you can give your customers customized bills and statements that are of value to them.

Going green – The benefit of accepting electronic payments is not limited to financial and efficiency gains – it's also a far more eco-friendly business strategy, with many positive effects on the environment.

Adoption marketing – Promoting your electronic payment program has never been easier, as Worldpay from FIS helps you drive customer adoption! We have created all of the turnkey marketing materials you need to promote your EBPP solution.

Online payments, and then some

Providing online bill payment services to your customers is a good idea, and here's why: You can lower your billing costs, provide a valuable service that customers want, and offer them numerous secure payment methods – ACH, credit cards and debit cards – without sacrificing your banking relationships. Partnering with a respected financial services provider like Worldpay from FIS is a good idea.

Billers Solutions products are designed to seamlessly integrate with your existing systems, and they don't require you to enlist significant in-house IT support. With Worldpay from FIS as your EBPP partner, you get immediate, measurable results that improve your profitability and productivity, and with EBPP from Worldpay from FIS, you finally have a way to differentiate your services, and attract and retain customers.

With more than 40 years of financial services and payments technology expertise, our reputation is solid. Companies around the world have looked to us to help create distinct customer communication advantages and to provide the superior service and support vital to business success. We have successfully partnered with organizations and companies across a diverse set of industries, including utilities, loan processing, insurance, healthcare and telecommunications. We stand by everything we do, which is demonstrated by our regular audits, exacting regulatory compliance and our state-of-the-art data center.

Finally, a trusted partner and a solid EBPP solution. Now that's value.

Contact us

For more information, contact your sales representative, client relationship manager or call **877.776.3706**.

Biller Solutions

Government

Give your constituents the convenience of making payments when, where and how they desire

In an industry with new providers emerging every day, Worldpay from FIS has a proven track record of experience with payment solutions – in numerous cities, counties and states and a solid base customer base, including the Internal Revenue Service (IRS).

The government payments landscape

Government agencies at all levels (federal, state, local) are heavily engaged in accepting payments – whether for recurring services such as public utilities and water, for commonly issued permits and licenses, for quarterly or annual tax payments, or for various other one-time fees, fines and citations. As a result, there are millions of financial transactions between government agencies, citizens and businesses everyday – many of which involve cash, checks and manual processes. The sheer volume and variety of payments agencies must contend with, coupled with a heightened focus on transparency, security and compliance, makes the government payments domain truly unique.

However, evolving payment technology is continuing to change the face of government payments. Automating bill and invoice presentment and payments by migrating to electronic methods can improve service and result in cost savings for multiple departments across the agency. With cost-cutting a priority for most government entities, electronic payment solutions can automate processes, improve cash flow, reduce costs and improve service – for the benefit of your constituents.

North American trends in electronic bill payment*

- In 2019, the preferred payment method of online payments was credit card (34 percent), followed by mobile wallet (24 percent) and debit card (18 percent).
- At the point of sale (POS), credit cards continue to top the list of commonly used payment methods at 40 percent in 2019 and projected to earn 42 percent in 2023.
- Mobile wallets are expected to overtake credit cards to become the leading online payment method to account for 37 percent of e-commerce spend by 2023.
- POS cash transactions are expected to fall to 11 percent by 2023.

**Worldpay Global Payments Report*

Worldpay from FIS can help

A certified IRS payment processor, Worldpay from FIS eliminates the hassles of manual transactions through a comprehensive suite of electronic payment solutions for federal, state and local government agencies. Customers and businesses can quickly and easily pay taxes, fees and bills 24/7 via the internet, by phone or at the point of sale. They can use cash, credit cards, debit cards and even checks. With Worldpay from FIS, government agencies can give their constituents what they are demanding – the convenience of making payments when, where and how they want.

Capture payments online

These days, accepting online payments may be more of a necessity than a convenience. More and more, customers are expecting to be able to view billing information and make payments online. Worldpay from FIS' web payment products and solutions offer low-cost, easy-to-deploy solutions that provide clients with the ability to do just that. Whether you are looking for a fully custom web payment application, a turnkey solution, or a processing partner to support your existing web payment site(s), Worldpay from FIS has a solution to meet your needs:

- **Application programming interface (API)** – If you're looking for an efficient and cost-effective solution for accepting payments through your own (or a third-party-developed) web payment application – by leveraging Worldpay from FIS as your processor – we have you covered. With our API, we'll provide our easy-to-follow Web Payment Gateway Specifications document, detailing the procedures necessary to utilize our payment gateway. With this guide, you can develop web applications to process your payments through Worldpay from FIS or interface your existing web-based transactional application(s) with our payment gateway.
- **“Pass-Through” web payment application** – Our Pass-Through application is convenient when you want to present billing information on your existing website, and then link the customer to our secure website to capture sensitive payment information. This solution eliminates the need for your agency to handle, transmit or otherwise “touch” payment information. Worldpay from FIS can build Payment Entry, Payment Confirmation and Receipt pages that look and feel just like the pages on your existing website, enabling customers to make payments conveniently and securely.
- **“In Flight”**– Similar to Pass-Through; however, your application will not receive a post back, and it will not need a real-time update. Receipts are printed by Worldpay from FIS, and your application is updated via a post or file.
- **“Validating” payment application** – The entire payment process can take place right on your own website. Our exclusive “Validating” web payment application is for those who prefer their very own payment site, accessible through a unique URL, with account validation. The payment site, while developed by Worldpay from FIS, remains consistent with your existing branding and is unmistakably identified with your business. Worldpay from FIS builds Account Validation, Bill Presentment, Payment Entry, Payment Confirmation and Receipt pages, creating a customer-friendly, easy-to-use payment portal unique to your business.

- **“Non-Validating” payment application** – For payments that do not require account validation, Worldpay from FIS offers a non-validating web payment application. Like the validating option, the Worldpay from FIS-developed, non-validating payment site is consistent with your brand identity. Worldpay from FIS builds the Payment Entry, Payment Confirmation and Receipt pages to deliver a payment portal that is unique to your business.
- **Custom web payment applications** – Worldpay from FIS can develop a customized website around your unique requirements – including completely customized functionality, integration with existing client information systems, specialized features, and a custom look and feel. For example, we can design a site where your customers pay for multiple items in one transaction. Or, we can handle complex applications where the purchase of one item may require the purchase of another – such as with various government licenses. The bottom line: We develop web payment solutions to accommodate your unique business needs.

Capture payments by phone

Worldpay from FIS offers a fully functioning, fully integrated Interactive Voice Response (IVR) payment system. Designed to break down the divide between those with internet access and those without, the Worldpay from FIS IVR solution enables your customers to pay their bills over a touch-tone telephone – 24/7, eliminating busy signals and time spent on hold. Our IVR application also helps relieve problems with understaffing and increases customer satisfaction. Our large-scale IVR systems are easier to manage and deploy, meaning greater scalability and reliability. The Worldpay from FIS IVR solution will accommodate in-coming call volume for peak and non-peak times, and can be increased to accommodate higher call volume as necessary. Worldpay from FIS provides several language options and a wide selection of voice talent to choose from for the development and recording of the script.

Capture payments at the POS

Worldpay from FIS offers and supports a complete line of POS solutions that enable agency employees to perform real-time account authorizations. We provide an array of POS terminal and connectivity options.

- **MultiPay** – MultiPay is a counter-top terminal solution that includes a mag-stripe reader, internal PIN pad and fast thermal printer. The terminal is pre-loaded with our multi-merchant payment application, which is tailored specifically for government agencies. This easy-to-use application also has the ability to charge and calculate convenience fees and is directly integrated with the Worldpay from FIS gateway, so you get integrated real-time reporting for all payment channels. MultiPay allows multiple purchases – such as a hunting license and a property tax payment – all while dividing the funds into different agency department accounts.
- **Virtual Terminal** – This browser-based web page performs exactly like its terminal-based counterparts, except it is run on your existing desktop computer. Payment information can be keyed in, or a hardware device can be attached through your USB port to accept swipe or PIN-encrypted payments. This is a convenient and affordable option for agencies, requiring no additional hardware purchases – but can be expanded to include PIN pads.

Flexibility through features

Every government agency has its own unique requirements, processes and priorities. Worldpay from FIS has the agility and flexibility to meet your unique business needs.

- **Worldpay from FIS is your processor.** Regardless of the payment type – credit, debit, PINless debit, PIN debit, ACH, eCheck, check or new niche payment types – Worldpay from FIS can process it.
- **Funding flexibility.** Worldpay from FIS will accommodate virtually any settlement request that we receive. Every municipality or business has its own accounting department, auditor or controllers who determine how funds must flow. We work with your agency to meet your requirements.
- **Easy reconciliation.** Worldpay from FIS' settlement engine makes it possible to reduce the deposits that you need to reconcile – down to a single deposit each day, versus one reconciliation per payment type – without sacrificing any information. If you need more than one deposit, or one deposit per agency or deposits in virtually any configuration, Worldpay from FIS can support it.
- **Detailed, real-time reporting.** Government agencies have increased flexibility to manage their payment transaction history with Worldpay from FIS' detailed transaction reporting capabilities. Users can run reports based on a variety of search criteria 24/7. This advanced, real-time reporting option allows users to generate transaction, batch and refund reports with the versatility of omitting displayed fields, changing field names to coincide with customer/industry terminology, and saving frequently generated reports. In addition, refunds can be submitted and tracked online.
- **Complex applications and implementations.** Worldpay from FIS has deep expertise in complex integration and multi-channel payment processing for government entities in all aspects of electronic payments – for large cities, counties and entire states. Regardless of the complexity or uniqueness of your requirements, Worldpay from FIS can build and deploy an electronic payment solution to meet your agency's needs.
- **Security.** Worldpay from FIS takes security very seriously. We are subject to numerous audits and inspections each year to ensure we are compliant with necessary standards. For example, we go through yearly Independent Validation and Verification audits from the US Treasury to ensure our business processes meet the highest level of security. Ultimately, this allows us to remove the compliance burden for our customers, regardless of the standards that they have to be measured against – whether it's PCI or any other security standard.

A proven industry leader

With a 50+ year history rooted in the financial services industry, FIS™ reaches well beyond geographical and cultural borders throughout the world. Our work and vision continue to expand with a strategy that has given FIS one of the most comprehensive solution sets in the industry. We champion clients from merchants to banking to capital markets, retail to corporate and everything touched by financial services.

FIS' solution breadth, market reach, client relationships and industry expertise creates an opportunity to provide solutions that transform how government entities receive payments.

Since 1995 (initially as Link2Gov), FIS has completed millions of transactions for governments across the country. In an industry with new providers emerging everyday, FIS has a proven track record of experience with payment solutions in numerous states, and a solid base of satisfied customers, including the IRS. Governments and utilities across America have turned to us to create electronic payment processing solutions because we know how to build comprehensive, secure and reliable payment systems and keep them running smoothly.

Our customers experience many benefits, including:

- **Reduction of in-office traffic** – Providing electronic payment options helps eliminate in-office traffic, which is especially important in days of heightened security and liability concerns.
- **Cash flow** – The ability to accept electronic payments has many financial benefits: Funds are available faster and require less administrative work, accounts receivable operations are more efficient, collection cycles are shorter, NSF checks are significantly reduced, and payments are posted more quickly than through mail-in or other payment vehicles.
- **Going green** – The benefit of accepting electronic payments is not limited to financial and efficiency gains, it's also a more eco-friendly business strategy, with many positive effects on the environment.
- **Efficiency gains** – Electronic payments enable government agencies to save money, increase efficiencies and optimize staff time, freeing them from the burden of handling manual transactions.
- **Customer satisfaction** – Through flexible and varied payment options, government agencies are able to offer their citizens the highest level of convenience. These days, accepting online payments may be more of a necessity than a convenience. More and more, customers are expecting to be able to view billing information and make payments online.

Contact us

For more information about FIS, call **877.776.3706**.



The Move to Virtual Cards

FIS INTEGRATED PAYABLES CASE STUDY

www.fisglobal.com



twitter.com/fisglobal



linkedin.com/company/fisglobal



getinfo@fisglobal.com



JEFFERSON PARISH PUBLIC SCHOOL SYSTEM — SCHOOL DISTRICTS LEAVING THE CHECK BEHIND

The Move to Virtual Cards

As school districts increasingly migrate from costly check disbursements to electronic payments, many are adopting virtual card payments, or vCards. With the FIS™ Integrated Payables solution, school districts can securely pay vendors with these single-use, unique card numbers — all while earning rebates and reducing costs associated with printing and mailing paper checks.

Before adopting the virtual card program through FIS, the Jefferson Parish Public School System (JPPSS) made payments to vendors solely through ACH and paper checks written in-house. JPPSS' AP department manages payments for more than 80 schools throughout the district, for services ranging from maintenance and food supply to legal bills and construction repairs. It had an AP process that worked and was not looking to make any changes. So, when approached by FIS about the virtual card program, JPPSS was hesitant to fix something that wasn't broken.

However, JPPSS has been using the PowerSchool BusinessPLUS financial management software since 2008. After learning that it was not utilizing the program to its full capacity and that they could decrease costs with seemingly little effort, JPPSS agreed to meet with FIS to learn more. Once JPPSS gained a better understanding of the many benefits of FIS' virtual card program — namely, the financial benefit — it decided to move forward.

ABOUT JEFFERSON PARISH PUBLIC SCHOOL SYSTEM

JPPSS has 86 schools throughout the district, more than 48,000 students and over 6,000 teachers and central office staff.

INDUSTRY: Education (K – 12)

LOCATION: Louisiana

ERP: PowerSchool BusinessPLUS

Ease of Implementation and Payment Processing

Through testing and implementation, JPPSS discovered firsthand that the only thing it had to do differently to begin utilizing virtual card payments was to adjust the payment type and upload a new file in BusinessPLUS. The process was that simple.

HOW IT WORKS

If a vendor begins to accept virtual card payments, JPPSS changes the pay type to VC to tell the system how the vendor receives payment. The system then generates a live file, just like it would for a check. Once the file is uploaded, JPPSS receives an email notification when the process has started and another when it is complete. FIS then manages the process to collect the vendor payment.

In addition, JPPSS' primary concern regarding reporting has never been a problem. JPPSS staff can pull on-demand reports any time and can set reporting parameters to show exactly what they want to see, whether that be a report of all payments, unsettled or fully settled payments.

KEY BENEFITS

- Earn rebates to offset expenses.
- Reduce operational costs.
- Pay vendors faster.
- Improve tracking and auditing.

“All of the information was already in our system, so all we had to do was change the common code. We didn't have to do anything differently other than upload a file.

That takes 30 seconds to upload; it is not difficult, at all. Once we see it is complete, the rest of it is on FIS and then the vendor to collect payment.”

KATHLEEN CAMP

DIRECTOR OF ACCOUNTS PAYABLE, JPPSS

Gaining Vendor Agreement

Perhaps the most important part of a successful program is convincing vendors to switch to virtual card payments. With a dedicated vendor enrollment team, FIS handles everything from vendor setup to ongoing maintenance. The process to convert vendors from receiving check payments to virtual card payments continues to be a smooth and hands-off process for JPPSS.

When JPPSS inputs a new vendor into the system, FIS reaches out to the vendor on behalf of JPPSS to encourage them to begin accepting virtual card payments, per the JPPSS customized and scripted strategy.

“It’s really pretty effortless for us. We don’t do anything differently than we ever did, as far as the AP process. The only thing different is that we upload that file [to FIS Integrated Payables], and we get paid to do it.”

KATHLEEN CAMP
DIRECTOR OF ACCOUNTS PAYABLE, JPPSS

“We provided a vendor payment listing for the previous fiscal year, and FIS provided the analysis, best practices and vendor enrollment. The FIS vendor enrollment team has handled everything from day one.”

KATHLEEN CAMP
DIRECTOR OF ACCOUNTS PAYABLE, JPPSS

In addition to the process being simple for JPPSS, for vendors it’s as simple as registering on FIS’ self-service vendor portal to receive electronic payments. The portal is a simple and easy-to-use website that allows vendors to indicate their preferred payment method and provide contact information for payment notification and remittance delivery. It takes about five minutes for vendors to enroll.

Migrating from checks to virtual card payments has proven to be a simple and cost-effective change with the expertise of the FIS Integrated Payables team. JPPSS continuously earns rebates that are put right back into their budget to offset other expenses. What’s more, because all their vendor data was already in the BusinessPLUS system, it made the transition to virtual card even simpler.

READY TO LEAVE THE CHECK BEHIND?

To learn more about the FIS Integrated Payables virtual card program, please contact Jim Thompson at james.thompson@fisglobal.com.



Business Process Management

Complete Payment Recovery Services (CPRS)

With changing lifestyles and increased purchasing power, the consumer today is more empowered than ever before, and for every informed purchase decision that is made, a debt cycle is created. It is important to understand that when an effective debt collection process is in place, lenders are more likely to extend credit to borrowers to keep their business engines rolling.

Consumer debt is rising

ACCELERATE YOUR COLLECTIONS

Over the decades, spending pattern of consumers has evolved from being practical, to bargain oriented, to the one driven by impulse in this age of e-commerce consumerism. With more avenues and alternatives to shop from, the consumer debt is on the rise and the major outstanding is dominated by credit card debt, student loans, medical bills, mortgages and auto loans verticals, totaling a staggering \$3,784 billion. With changing lifestyles and increased purchasing power, the consumer today is more empowered than ever before, and for every informed purchase decision that is made, a debt cycle is created. It is important to understand that when an effective debt collection process is in place, lenders are more likely to extend credit to borrowers to keep their business engines rolling.

Debt collections services play an important role in the availability of credit to consumers, who rely on credit for a variety of purchases from homes to vehicles, household appliances, and in the case of credit cards, sometimes everyday living expenses. With a modern collection strategy and processes in place, the experience of customers can be hugely impacted, which in the longer run results in repeat business/customer retention for the lending institutions. Over the five years to 2023, aggregate household debt is expected to increase at an annualized rate of 3.3%, compared with 0.0% during the previous five-year period, whereas at the same time, over the five years through to 2018, revenue for the Debt Collection Agencies industry is expected to contract at an annualized rate of 2.4% to \$12.1 billion¹ signaling a prime time to optimize collection strategies.

In the quest to garner complete recovery of the debt, businesses often tend to hasten their journey and indulge with partners who are not capable in adapting to the ever-changing legislations, regulations and compliance environment. The punitive measures by the federal agencies directly hit such businesses as well as experience of its customers. It is therefore, the business' imperative to onboard a right partner who offers solutions not only to the current problem, but is also agile enough to substantiate and sustain in the future.

Complete Payment Recovery Services, Inc. (CPRS) is an FIS™ company that helps businesses recover the funds owed to them by utilizing collaborative management platforms, proven strategies and agents thoroughly trained in governance, regulatory compliance and customer service. CPRS enables companies to control operational costs, leverage collections expertise and minimize compliance exposures while maintaining brand and customer loyalty.

As an agency that handles both commercial and consumer debt nationwide, CPRS takes the pain out of collections with extensive data, transaction and collections experience. With a long history of success in first- and third-party collections for placed and revolving debt, CPRS has become one the top 25 agencies in the nation and leverages proven best practices to serve businesses of all sizes and industry sectors.

Critical to CPRS' methodology is its ability to design innovative ways to recover assets quickly, economically and with superior customer interaction. So, whether businesses are exploring outsourcing their entire collections, handing off the worst debt or gaining insight into collections best practices; CPRS can customize a solution to meet specific needs and performance requirements.

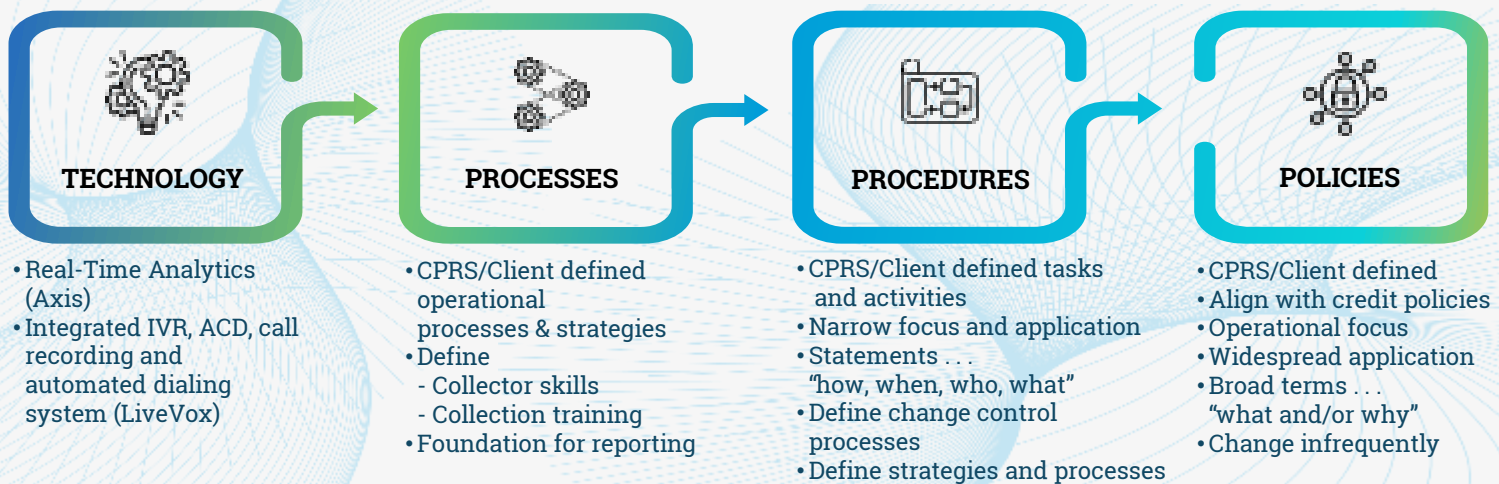
As credit markets thaw and economic recovery appears robust, household debt will continue to grow.

IBIS World Industry Report

¹ IBIS World Industry Report for Debt Collection Agencies in the US, 2017

Our trusted solutions ensure THAT WE DELIVER EVERYTIME

CPRS offers end-to-end solutions for consumer loan, auto loans, credit card debt, mortgages, lines of credit, DDA collections and the healthcare sector. CPRS delivers over 50 years of industry experience, \$300 million in annual collections, 350 collectors and contact center agents, 1,700 clients worldwide, and is registered or licensed in all 50 states of the United States. Our collection services suite comes loaded with the Axis™ collections platform, LiveVox IP dialer, Avaya telephony manager, digital voice messaging, skip trace servicing and call recording and archiving.



An overview of the elements in a typical collections cycle followed by CPRS

CPRS comes with extensive industry experience covering your collection woes around the operations cycle. Loaded with a comprehensive suite of curated solutions across business processes, we help optimize your value chain.

1st Party Collections

- Early and late pre-charge off debt
- Early intervention offering
- Per-resource and per-account pricing models

3rd Party Collections

- Flexible collections strategies
- Automated and manual skip tracing
- Contingency or per-account pricing models

Consulting

- Collections process analysis
- Debt-specific collections strategies
- Policies and procedures development
- Federal and state regulatory compliance consulting

Analytics

- Collections scorecard development
- Predictive payment modeling
- Predictive scoring strategies
- Debt sale pricing evaluation
- Performance and financial metrics development

One of many reasons that FIS is a trusted name in collections industry is because of our strong regulatory compliance experience. We take care of the data and assets by making our delivery eco-system adapt the best practices at every step.

Program Compliance

- Dedicated team of regulatory professionals monitoring changes to state & federal collections laws
- Dedicated Q/A teams monitoring agents
- 'One-strike' policy on critical CPRS or client policy violations

Resource Compliance

- Regulatory and client-specific training programs
- Bi-annual FDCPA testing of all agents
- Monthly agent training on updates/ changes to state and federal regulations

Technology Compliance

- Automated call management to ensure state & federal regulatory compliance
- Third party collections
 - Single platform to manage all aspects of state & federal debt compliance/ regulations
 - Systematic letter generation to ensure debt validation compliance
 - Auditable, web-based platform allowing clients visibility in to all aspects of collections activities

If collections isn't your competency THEN OUTSOURCE IT

SUCCESS STORIES

A U.S. based banking services veteran struggled with high charge-offs on active credit card accounts. With limited resources and expertise, quality of customer relationships took a severe dip. With CPRS' *First Party Collections* service, the client not only got automated clearing house payment option, but also managed to reduce average charge-off rate from 1.19 percent to 0.61 percent and maintained it year-over-year.

A leading U.S. based Fortune 500 retailer struggled to improve the recovery rate for the client's payroll check cashing service and wanted to improve on existing poor production quality. Within six quarters of onboarding FIS as a technology solution partner for its *Third Party Collections*, and based on the previous provider's liquefaction rate for 18-months, the company managed to increase the collection rate by 1.47 percent, consistently surpassing the quality goal by 2 percent.

WHY FIS

Strict Compliance: In-house compliance management system with oversight performed on three levels – program, resource and technology

Process Audits: Regularly scheduled internal and external audit processes and compliance testing

Industry Veteran: Experienced staff with combined management experience of more than 100 years in collections

Quality Assurance: Rigorous call quality management and complaint handling that leverages our one stop regulatory portal (regu) for all the learning and certifications



figlobal.com

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FIS Content Management

Leverage the content management solution from FIS to transform your business processes

FIS Content Management Overview

FIS Content Management (FCM) is a solution used to efficiently store, manage and access information across your organization. The FIS Content Management suite provides a complete document imaging and tracking system, COLD report storage and archive with a built-in business process automation tool.

Competitive Advantage

Managing financial documents and reports through traditional, paper-intensive processes is a challenge for many financial institutions as they grow and evolve in today's increasingly paperless environment. This very same challenge is then magnified when multiple users – and in some cases, formal approval processes – are required to move forward with loan and deposit information, invoices, HR documents or other important financial documents. For many institutions, the inability to track these documents is the barrier to removing the last pieces of paper from their organizations.

FIS Content Management is a series of modules that are built on the ImageCentre application. ImageCentre is an industry leader in the item processing space serving hundreds of clients. By leveraging this technology and the various modules of ImageCentre and FCM, institutions can access check images, statements, notices, documents and reports from one consolidated database. This streamlined approach to archive management provides the opportunity for organizations to have a single-entry point to content. Its scalability provides a solution that can service both small institutions and multi-billion-dollar operations alike.

FIS Content Management Key Benefits

- FIS Core Integration
- Single Archive Consolidated Content
- Business Process Automation Tools
- eSignature Capabilities

Components of the suite

FCM Document Imaging

Document Indexing

FCM supports a variety of methods by which documents can get indexed into the system. Through the use of barcodes or Optical Character Recognition (OCR), FCM can read information off of documents to quickly and efficiently index them. In addition, index files with associated images can be scheduled to import at varying intervals.

Document Audit

FCM supports the ability to export documents out of the system in various formats to support your audit needs. Either in a bookmarked PDF, native file format with a viewer or in the FDIC export file layout, FCM gives you the ability to organize data easily to address subpoena requests, audit requirements or customer-initiated items.

Document Retention

Manage the various regulatory requirements for document storage through FCM's Document Retention module. With this tool your institution can set the appropriate parameters and allow the system to monitor these settings and purge the documents at the requested time, ensuring compliance is met and documents are not stored longer than they need to be.

Document Tracking

FCM offers a robust exception tracking module which regularly polls the system looking for missing, expired and expiring documents. A user can be notified of these results through an online query, scheduled report or an account appearing in a queue as part of a workflow process.

Virtual Print Driver

Print2Archive gives the user the flexibility to index or batch a document through the use of a virtual print driver. With P2A, non-traditional content, such as a webpage, can also be sent to the archive allowing for greater flexibility with your document storage.

Document Research

FCM offers a robust research tool that allows a user to organize content in a way that is relevant to the role they perform in the organization. Full page OCR technology allows for searching of text across images stored in the archive to minimize search results and locate documents with specific information. Additionally, entitled users can edit, add notes, annotate and export documents as needed.

eSignature with a Topaz

Capture an electronic signature with an in-branch customer through the use of a Topaz device. The signature gets applied to the electronic form and can be archived for research and kick off workflow processes without having to print a physical piece of paper.

Email Import

Through a scheduled task polling an Inbox, emails can be set up to automatically index an email, as well as any attachment that may be associated using data from the body of the email. Additionally, the system can create a batch for these documents for any that do not include relevant metadata to auto-index and be made available to a user for review.

Outlook Plug-In

FCM offers an Outlook Add-In that allows a user to index the documents attached through the email by entering the metadata from the add-in. This data can then be sent to an Inbox which is polled to automatically archive those documents into FCM.

Document Reports

Automatically schedule reports or run ad hoc report data with varying output formats which incorporates numerous functions within the application from operator statistics to exception tracking.

API Integration

Through the use of a web services API, document images can be viewed from other applications that are leveraging this API to access FCM. Additionally, the API affords the ability for a user to push a document into FCM for archival via this service.

Report Archive module: COLD+

FCM COLD+ is a robust archive for reports from the core and ancillary systems. COLD+ is integrated into ImageCentre and can also run as a stand-alone application utilizing the Oracle database structure.

COLD+ meets complex challenges facing every financial institution by managing tremendous amounts of diverse electronic information and distributing that information enterprise wide to a myriad of different users.

Report Storage

COLD+ is a storage module for report content in various formats such as text, PDF and Excel. Data can be easily searched based on text searches, report types, date ranges, etc. to quickly and easily find relevant data within a broad range of information.

Data Mining

With advanced report extract capabilities, logic can be defined to monitor for reports to be archived and then parse through the data and automatically create a list of items that meet the predetermined criteria. Users can subscribe to these extracts and receive them via email once they are available.

eStatements

FCM offers a robust archival module which allows for various types of statement and notice information, including deposits, loans, tax retirement and wealth. These statements and notices are available for users to perform high speed back office retrieval for research purposes. Additionally, FCM offers a service to make these available through Internet banking delivery channels for end client presentation so clients have access to their information 24/7.

Business Process Automation

Many skilled employees spend a portion of their time completing routine tasks and back-office processes, when the focus should be on their customers and creative problem solving. We are forced to look at work differently in the technical era. The power of FIS' business process automation (BPA) Workflow solution will create higher productivity and consistency across an institution. The unique architecture of our solution allows our clients to streamline and optimize business

processes by specifying which functions can be automated and eliminating repetitive and mundane tasks. Think of FIS' BPA Workflow solution as a tool in your automation toolbox.

COLD Workflow

Business process automation that is driven off data extracted from a report. Rules are defined which can route information to various users responsible for monitoring this data stored in COLD+ and pushing into a workflow. This allows logic conditions to be built around the handling of these items, as well as an audit trail surrounding the decisions made.

Document Workflow

Similar to COLD workflow, with the difference being these business processes are initiated once a document has been indexed into the archive. This could be as a result of a paper document being manually indexed, electronic documents from various sources or an eForm. Once ingested, workflows can be triggered which can include a combination of SLA, escalation processes, OCR reading of the documents, conditional logic requirements and numerous other workflow variables.

Exception Tracking Workflow

Document exceptions, such as missing and expired, can be automatically sent to a user queue to be worked and validated by the appropriate parties responsible for the collection and management of these items.

SmartSign by eOriginal Integration

With SmartSign capabilities offered by eOriginal, clients can incorporate outgoing electronic signature automatically from within a workflow process. In addition, an invitation can be sent to a customer allowing them to securely upload missing and expired documents which will be automatically indexed and return into the workflow process for validation.

Contact Us

To learn more, please contact us at 800.822.6758 or visit us at fisglobal.com.



11.05 Corporate Security Policy

Policy Owner:	Cones, Eddie
Contact:	eddie.cones@fisglobal.com
Domain:	Information Security
Scope:	Enterprise Wide
Published Date:	October 29, 2020
Effective Date:	January 24, 2020
Mandatory Review Date:	January 24, 2021
Provision for Exception:	These provisions apply to all business units unless an exception is formally requested and approved. Exceptions should be requested through the FIS Policy Exception Process and are subject to approval by Executive Management.

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The key words "**MUST**", "**MUST NOT**", "**REQUIRED**", "**SHALL**", "**SHALL NOT**", "**SHOULD**", "**SHOULD NOT**", "**RECOMMENDED**", "**MAY**", and "**OPTIONAL**" in this document are to be interpreted as described in [Best Current Practice – Key Words](#).

11.05 Corporate Security Policy

Purpose

The FIS Corporate Security Policy establishes the requirements for access into and within FIS facilities to help ensure FIS staff, contractors, visitors, suppliers, and corporate assets are maintained within safe and secure environment.

Day to day operational security is a joint responsibility between Corporate Security and every member of staff, including contractors and consultants.

Statement

1. Physical access to FIS facilities for staff, contractors, suppliers, and visitors **MUST** be requested and approved by appropriate management via a documented process upon which individual access rights are granted based on job responsibility and the principle of "least privilege."
2. Access to Secured Access Zones or Restricted Areas as defined in this Policy **MUST** be restricted to ensure only personnel required by job responsibility and management authorization have access.
3. A review of FIS Corporate Security access rights to the Secured Access Zones or Restricted Areas **MUST** be conducted on a periodic basis and upon termination of employment to help ensure access restrictions remain appropriate for staff, contractors, and suppliers across the organization.
4. Access controls **MUST** be implemented at all FIS facilities to help ensure entry points to facilities are appropriately logged and monitored for unauthorized access. Access to FIS facilities is logged to provide for an audit trail for each individual.
5. All visitors, including clients, unvetted contractors, suppliers and other non-FIS staff, attending FIS locations **MUST** be documented upon entering any FIS facility and **MUST** always be escorted by an authorized (an FIS member of staff or licensed contractor) member of FIS staff. Under no circumstance should a visitor be allowed unescorted access to FIS facilities.
6. All attendees to FIS facilities, including members of staff, contractors, suppliers and visitors **MUST** wear access badges in a visible location upon their person to provide for easy identification.

11.05.01 Corporate Security Standard

1. The purpose of this program is to outline typically prudent Corporate Security practices necessary to ensure effective protection of information at FIS and its subsidiaries (collectively, the Company).
2. Data protection **SHALL** be governed by the Information Security policies available via the company Intranet.
3. Security requirements are defined for all office locations based on tier rating. The Corporate Security Team **SHALL** assess threats and vulnerabilities of any new site, or expansion/refurbishment of existing sites. Additionally, it is each Company site management's responsibility to assess whether additional security is

required to meet customer, association or regulatory compliance. If additional security is required or if unsure, personnel should contact Corporate Security for further assistance.

4. While there may be discussion of fire and other physical safety mechanisms, these requirements are set out only with respect to the protection of information and are not designed to address specific requirements such as workplace safety or personnel and fire safety.

Terms and Definitions

In this document:

- Offices with Direct Connection - FIS and/or third-party sites that have a direct connection to the Company network that may store or process sensitive information classified as Client Confidential or Company Confidential.
- Virtual Private Network (VPN) - Sites from which FIS staff may access the FIS network through VPN. Typically, these are serviced office environments. Hard copies of information classified as Client Confidential or Company Confidential may be present.

11.05.01.01 Assumptions

- Security is a collaborative effort and requires the support and cooperation of not only the management but of every Company employee, partner and contractor.
- There is no such thing as impregnable security coverage. Even the most sophisticated of systems provides a deterrent at best.

11.05.01.02 Corporate Security Access Controls

General Access

All members of staff are eligible to be assigned general employee access to the facilities for which they have a business need to enter. The access **SHALL** be assigned to the employee's access badge after proper registration with Corporate Security.

Visitor Access

- a. Visitors **MUST** be issued non-functioning or functioning visitor badges and **MUST** be escorted by a member of FIS staff at all times while inside Company facilities.
- b. Visitors **MUST** provide positive proof of identification. The identification **MUST** be in the form of a valid government issued photo ID.
- c. In certain areas where visitors to FIS locations do not regularly carry a government issued photo ID, Corporate Security **MAY** implement procedures allowing for alternate forms or methods of identification for the purposes of issuing visitor badges.
- d. A visitor registration log **MUST** be maintained, which includes the visitor's name, the escort person's name and signature, visitor badge number, the time/date in/out and type of ID verified. The visitor registration log is retained in accordance with the FIS Records Management Policy and its Records Retention Schedule.
- e. For those facilities without Security personnel on-site, site management **MUST** designate a primary and backup employee to perform these functions.
- f. Personal visits are permitted, however the visit **MUST** be confined to general work space only. Visits of a personal nature are prohibited from entering Special Access Zones or Restricted Areas.
- g. Visitor access to Special Access Zones and Restricted Access is given in 11.05.01.04.

11.05.01.03 Facility Tier Levels

FIS manages facilities (sometimes employing a third-party contractor), ranging from small office locations to data centers globally. FIS Corporate Security works with stakeholders at these sites to ensure the safety/security of FIS staff, assets, and business processes, as well as the FIS brand.

FIS facilities are classified according to three tier levels:

- Tier 1: FIS controlled Data Centers, Card Replacement Centers, Contact Center Areas
- Tier 2: Offices with Direct Connection
- Tier 3: Offices with VPN only

Specific descriptions and requirements for each tier can be found in the Corporate Security Guidelines.

11.05.01.04 Secured Area Access

Each secured area has a designated area owner. The area owner, and their designee, as listed in the Clearance Authorization List maintained by Corporate Security **MUST** approve all secured area access. Secured areas can be defined as a Restricted Area (RA) or Special Access Zone (SAZ).

1. **Restricted Area (RA)**

- a. Restricted Areas within FIS require enhanced access control and may house confidential business projects, important equipment or information. Electronic access control systems, closed circuit television cameras, and intrusion detection alarms **MAY** be utilized as layers of security for RAs. Examples of RAs include staff workout facilities, certain storage rooms, and elevator mechanical rooms.

2. **Special Access Zones (SAZ)**

- a. A Special Access Zone is a space located within a FIS facility that houses the hardware and systems having functions considered critical or sensitive to the company. A SAZ has its own set of security requirements, which are more stringent than general Restricted Areas. Examples of SAZ include Data Center server halls, network rooms, and card-embossing labs.
- b. The final decision as to whether a resource requires SAZ controls is based on a risk assessment initiated by the resource owner and a Corporate Security Operations Manager, with final approval from the Head of Corporate Security and Insider Threat.

3. **Access Approval**

- a. Approval for access to a secured area **SHALL** be granted on a case-by-case basis dependent on the individual's need for access, subject to the area owner's, or their designee's, approval. Approval for access to a secured area is not permanent and **MAY** be removed at any time if deemed necessary.

4. **Visitor Access to Computer Room/Raised Floor**

- a. Clients are not permitted to enter the data center/server room space unless they are contractually obligated to maintain equipment.
- b. Visitors entering the Data Centers and their escort **MUST** sign in and out on the log book. The visitor log books **MUST** be retained in accordance with the FIS Records Management Policy and the Records Retention Schedule.
- c. Visitors **MUST** be instructed by the escort not to enter the Secure Area with photographic or video cameras, voice recorders or any other electronic device, including cell phones, that could be used to record Client Confidential or Company Confidential, unless they are explicitly required to undertake the duties performed in the facility, whereby the escort **MUST** monitor the activities of the visitor.

- d. Visitors to the data center/server room spaces are defined as members of staff, licensed contractors or vendors who have not been authorized unescorted access to the area and **MUST** remain with their escort at all times.

5. **Personal Items**

- a. Personal items are not permitted to be taken into secured areas such as Data Centers, Card Production areas, and other secured areas where customer information is stored or processed.
- b. Personal items include, but are not limited to; cell phones, electronic recording devices, personal laptops, purses, luggage, lunch containers, etc.

11.05.01.05 Access Badges

1. All individuals within Company facilities **MUST** display their Company issued access badge in a visible manner upon their person. All individuals **MUST** use their own badge at every door with a card reader.
2. Access badges **MUST NOT** have any FIS branding markings. FIS is in the process of standardizing an access card format with no FIS markings, except for the individual's name and photograph. (Effective Date 12/31/2021 pending RISC-approved capital plan).
3. There **MAY** be variations at sites where FIS does not manage facility access and where standardization has not yet been completed.
4. Badges are not to be loaned, borrowed or defaced, and **MUST** be surrendered upon termination of work/employment or at the request of FIS, such as Line Management, People Office, Corporate Security or Legal Office.
5. Lost, stolen or damaged badges **MUST** be reported promptly to Corporate Security.
6. Entering an area without scanning an individual access badge, a process known as piggy-backing or tailgating , is prohibited.
7. All members of staff and licensed contractors are eligible to receive an access badge after relevant pre-employment checks are complete. Only one FIS access badge per person **SHALL** be issued and activated. In circumstances where additional badges are required to access other FIS locations, temporary badges **MAY** be issued.
8. Vendors/Contractors who have not been issued a Licensed Contractor (LC) number from the Contractor Management Office are not eligible to receive an unescorted badge. Where FIS is the tenant, Landlord staff are not required to be issued an LC number to be granted unescorted access.
9. Corporate Security **SHALL** issue each person entering Company facilities one of the following badge types:
 - a. Staff Badge
 - b. Licensed Contractor Badge
 - c. Landlord Badge - (exempt from LC requirement per lease contracts)
 - d. Escort Required Visitor Badge
 - e. Staff Temporary Badges (e.g. issued to members of staff who have not yet received a permanent badge, or who have forgotten/lost their badge)
 - f. Contractor Temporary Badge (e.g. issued to licensed contractors who have not yet received a permanent badge, or who have forgotten/lost their badge)

- g. Take Home and Limited Photo (LP) Badge – a badge used by Physical Security, Janitorial Services and selected similar roles in facilities with 24x7 security coverage as a “Take Home” Badge allowing access to the front security desk only. Upon arrival this **MUST** be exchanged for their LP badge to be used whilst on site.

11.05.01.06 Access Review

1. Reviews of access to critical work areas **MUST** be performed monthly and include at a minimum; Special Access Zones, and selected Restricted Areas based upon risk, and any other areas as required by security standards or as deemed necessary by the Corporate Security function.
2. Access to critical work areas **MUST** be reviewed by the area owner. Completed access reviews **MUST** be maintained on file in accordance with the FIS Records Management Policy and Records Retention Schedule.
3. Physical access activity logs for general workspace areas and critical work areas **MUST** be reviewed for any individual's inactivity, on a monthly basis. Specific access rights reported as inactive **SHALL** be disabled.
4. Rejected access attempts at computer rooms **MUST** be investigated immediately after they occur at facilities with on-site Corporate Security staff. The Corporate Security team is alerted through the access control system of a rejected access attempt and determines the status of the Secured Area.
5. For facilities without on-site Corporate Security personnel, site management **MUST** designate a primary and backup member of staff to perform this function. If rejected access attempts cannot be monitored in real-time then site management **MUST** review rejection attempts to these areas on a weekly basis.

11.05.01.07 Access Termination

1. Upon termination of employment with the Company, the member of staff **MUST** surrender ID badges, parking tags, keys, and other Company records or equipment such as Company credit cards, computers, and computer files to the appropriate manager.
2. Corporate Security receives termination notifications at a minimum of twice daily by the automated termination reports or through a support ticket, as well as immediate notifications for emergency terminations. Upon receiving the termination notification Corporate Security **MUST** immediately disable the badge in the access control system.

11.05.01.08 Leave of Absence

The Company's People Office distributes a notification to Corporate Security of the names of staff entering into a Leave of Absence (LOA) and a notification for when they return to active status. The Corporate Security team **MUST** review the notification and disable all physical access to Company property. Should the member of staff need to visit a Company facility during the time of the LOA, the member of staff **SHOULD** be processed as an escorted visitor following the Visitor Access process found in this policy.

11.05.01.09 Staff Transfer

Physical access rights to Special Access Zones and Restricted Areas are reviewed on a monthly basis in order to identify staff transfers across different departments. Where such cases are identified, the staff member's new manager **MUST** be informed of associated physical access levels and **MUST** validate that access remains appropriate for the member of staff's new job function. Where access is deemed as no longer appropriate, access **MUST** be revoked with immediate effect.

11.05.01.10 Access Control System

1. Access to Company facilities is controlled by an electronic access control system. All badge activity **MUST** be logged including the name, badge number, time of activity, and the area being accessed. Logs or records **MUST** be retained in accordance with the FIS Records Management Policy and the Records Retention Schedule.
2. Testing of the system **MUST** be conducted on a semi-annual basis by a third-party vendor to ensure all components are working properly. Related documentation **MUST** be retained for a minimum of one year and 18 months for card production locations.
3. Card readers **MUST** be placed at all entry points to the facilities, as well as at entrances to critical work areas such as Special Access Zones, and other areas which require segregation from the general work space.

11.05.01.11 CCTV System

1. CCTV **MUST** be deployed at FIS sites for the purposes of crime prevention, property management and for monitoring and/or investigation of activities within the workplace as required by applicable laws and regulations or as a result of risk assessment. (Effective Date: 12/31/2021 pending RISC approved capital plan).
2. CCTV is **RECOMMENDED** for FIS office locations that have more than fifty people.
3. Corporate Security or authorized local staff, such as manned guarding has access to view live and recorded images. Video is archived for a minimum of 90 days or according to tier rating, where allowed by law.
4. CCTV systems **MUST** be operated by Corporate Security in accordance with applicable laws or regulations.
5. Where CCTV is necessary, it **MUST** be deployed at a minimum at the following control points;
 1. Facility entry/exits, fire/emergency exits.
 2. At entry doors of critical areas such as all Special Access Zones.
 3. At entry doors of critical or sensitive areas as deemed necessary.

11.05.01.12 Intrusion System

Intrusion alarm systems **MUST** be used in locations as deemed necessary by Corporate Security following a risk assessment, or where mandated by security standards.

11.05.01.13 General Physical Security Operational Controls

1. Internal, Client Confidential and Company Confidential information and data **MUST** be restricted, handled, transferred, stored and destroyed as documented in Information Security and company policies.
2. Equipment and assets **MUST** be given adequate levels of protection by the custodial party.
3. Any member of staff, partner or contractor who observes another person within in FIS facility who is not properly displaying a FIS access badge or is not properly escorted, is expected to challenge that individual and refer him or her to Corporate Security.
4. Corporate Security staff **SHALL** affect measures to ensure that compliance standards are met and enforced. This **MAY** include, but is not limited to, site surveys, formal risk assessments, unannounced site visits, and after-hours inspection of facilities.

11.05.01.14 Key Control

1. Corporate Security **SHALL** control and issue all locking devices and associated keys for exterior gates and door locks, interior door locks, and other door locking devices including combination and padlock devices where applicable.
2. For locations without Security staff onsite, keys **MUST** be controlled by Facilities Management, or other personnel as designated by local management.
3. Certain locks and keys that are not covered by this standard and therefore are not issued, maintained or tracked by Security. These include but are not limited to locks and keys for; file cabinets, desks, computers, computer docking stations, or lockers.
4. **Unauthorized or Unapproved Locking Hardware**
 - a. Individuals **MUST NOT** use personal locking devices on any door, gate or other container covered by this standard and locks **MUST NOT** be changed or re-keyed without approval of Corporate Security. All unauthorized locking devices **SHALL** be removed. Any damage or repair necessitated by the removal of unauthorized locks **SHALL** be the responsibility of the individual or department found in violation of this standard.
5. **Lock/Key Request**
 - a. Business areas **MAY** request that a work area within their area of responsibility be physically secured by lock and key. In each case, a Company Key and/or Lock Request Form **MUST** be completed by the requester. The cost of the lock and all associated installation charges are the responsibility of the requesting Business Unit. Inquiries concerning this cost are the responsibility of the authorizing manager and **SHOULD** be directed to Corporate Security.
6. **Daily Key Issuance**
 - a. Requests for keys to be issued on a daily basis **MUST** be submitted via email to Corporate Security. The email **MUST** contain the following information:
 - The areas that will need to be accessed by key.
 - To whom the key will be issued.
 - The company for whom the individual works.
 - The dates that the individual will be eligible to sign-out the key.
 - b. Corporate Security **SHALL** issue all keys after receiving the appropriate documentation as specified in this standard.
7. **Duplication of Company Keys**
 - a. The duplication of Company keys is only permitted by authorized members of the Corporate Security team. All company keys **MUST** be stamped "Do Not Duplicate".
8. **Lost or Stolen Keys**
 - a. The suspected loss or theft of company keys **MUST** be reported to Corporate Security immediately.
 - b. For the replacement of lost keys, a completed Key and/or Lock Request form **MUST** be completed.
 - c. In the event a key is suspected lost or stolen, a written security assessment **MUST** be conducted by Corporate Security to determine the appropriate course of action to ensure that adequate physical security measures are put in place. This **MAY** involve the re-key of any and all locks that were operated

by said key. The cost for this re-key process **SHALL** be the responsibility of the Business Unit (or contract company if not a Company member of staff) of the individual to whom the key was issued.

9. **Control of Keys**

- a. Keys **MUST NOT** be loaned or transferred to others. All information regarding the possible loaning or transfer of a company key from one person to another **MUST** be immediately reported to Corporate Security.
- b. Keys remain the property of the Company and as such **MUST** be returned immediately upon termination. All managers/supervisors **MUST** ensure that keys are immediately returned to Corporate Security.
- c. Keys **MUST** be surrendered upon where an individual's business need for possession is no longer valid. All managers/supervisors **MUST** ensure that said keys are returned to Corporate Security immediately.
- d. Keys **MUST** be surrendered upon request from key-holder's manager/supervisor, Company client contact, Corporate Security, or the People Office.
- e. Keys **MUST NOT** be left unattended (hanging in a door lock, lying on a desk, etc.)

10. **Key Audit**

- a. A key audit **MUST** be conducted as deemed necessary by Corporate Security. This audit **MAY** be a full or partial audit, and **MAY** be random in nature or in response to any situation that Corporate Security determines may warrant an audit.

11.05.01.15 Clean Work Environment

1. Staff **MUST** ensure any non-public and sensitive information and work materials in their work area are stored and physically secured from disclosure to unauthorized persons, when not in use, regardless of the media upon which it is kept.
2. Staff **MUST** ensure that any printed documentation containing sensitive information that is no longer required, is securely disposed as described in the Information Classification and Handling Policy.
3. Confidential waste bins/secure shred bins sited throughout company facilities **MUST** be used to store all non-public information for shredding. Please note that all waste materials are recycled subsequent to shredding.
4. Staff **MUST** ensure that they destroy or remove any Sensitive information from flipcharts and whiteboards once meetings have concluded.
5. Staff **MUST** ensure that printed output is collected immediately after printing has completed. Where technically feasible, staff **MAY** use a PIN or ID badges to release printed material.
6. If a work area is visible from a less restricted area (i.e. exterior windows), users **SHOULD** attempt to configure the work area such that computer screens are not easily visible from the less restricted area.

11.05.01.16 Unauthorized Use of Personal Equipment

1. Personal devices including but not limited to, computers, storage devices, recording devices, cell phones etc., are prohibited from being used in selected Special Access Zones. Any such equipment discovered in these areas **SHALL** be confiscated and further disciplinary action **MAY** follow, up to and including termination.
2. All Company information, programs and data stored on such devices, including pictures or recordings of company property **SHALL** be destroyed and the device **SHALL NOT** be released back to its original owner until clearance to do so is obtained from authorized RISC Security Organization staff. Where personal devices are permitted, the Acceptable Use Policy applies.

3. The above personal devices are strictly prohibited in the following Special Access Zones: card production areas, call centers, or any other areas deemed necessary by management, or as mandated via regulatory, industry and contractual obligations.

11.05.01.17 Photography of Company Property and Assets

1. Photography of any sort and by any means is prohibited within secured areas without the express written approval of Corporate Security.
2. The following general restrictions apply at all times to photography/video footage within Company facilities.
 1. Photographs/video footage **MUST NOT** show any live Company monitors, documentation, security equipment, or anything else designated as Client Confidential or Company Confidential information.
 2. Photographs/video footage of Data Center Floors, Operations Mechanical/Electrical Rooms, Warehouse Areas, TeleCom/Network rooms, Building Security materials, Fire/Life Safety Systems and any other area deemed by Security to be restricted is strictly prohibited.
 3. Photographs/video footage of FIS staff or contractors without their express permission is strictly prohibited.

Failure to comply with the above-mentioned requirements **SHALL** result in removal of the parties involved and confiscation of all equipment that they are carrying with them. This equipment **SHALL** be returned to them after a representative from Corporate Security has had ample time to view any photographs and/or video footage.

11.05.01.18 Removal of Assets and Equipment

1. Equipment **MUST NOT** be taken off-site without authorization. Random searches and spot checks **MAY** be undertaken to detect unauthorized removal of property. Individuals entering Company facilities agree to this measure as a condition of access to the facility.

11.05.01.19 General Corporate Security Incident Reporting and Investigation

1. All incidents that adversely impact or have the potential to adversely impact the safety and security of Company staff, operations, assets and facilities **MUST** be reported to FIS Corporate Security.

Failure to report any situation or incident covered by this document **MAY** lead to administrative or disciplinary action up to and including termination.

2. Corporate Security continuously monitor the current environmental, social and geopolitical conditions of all areas in which the Company has interests, and **SHALL** issue advisories and warnings imminent or potential natural or environmental hazards.

11.05.01.20 Life-Threatening Emergency Response

1. Any member of staff who observes or experiences a life-threatening incident (acute medical incident, serious injury, fire in facility, actual or imminent life-threatening breach of peace) **MUST** immediately contact law enforcement/emergency services followed by Corporate Security as detailed in the Active Threat Policy.

11.05.01.21 Non- Life-Threatening Emergency Response

1. Any member of staff who observes or experiences a non-life threatening incident (minor accident in facilities or parking lot, potentially dangerous environmental situation, minor injury, or minor fire where employment of local

extinguishers is the appropriate response) **MUST** immediately contact Corporate Security and/or Facilities staff and provide information on the incident. A formal report **MUST** be made as soon after the incident as possible. Failure to report **MAY** lead to administrative or disciplinary action up to and including termination.

11.05.01.22 Investigations

1. Corporate Security **SHALL** partner with the Insider Threat and Investigations Team for all internal investigations involving any physical security Incidents except as otherwise assigned according to the FIS Information Security Incident Response Plan and the Insider Threat Policy.
2. Corporate Security **SHALL** either liaise with or work directly with law enforcement of competent jurisdiction and appropriate Company departments (i.e., Legal, The People Office) as required.
 - In certain circumstances of alleged criminal activity, the Legal Department **SHALL** be the lead agency for investigations and **SHALL** have contact with law enforcement.

11.05.01.23 Civil and Criminal Processes on Company Facilities and Properties

Civil Process Servers or Peace Officers serving civil papers or criminal papers may present at Company facilities. Non-sworn civil process servers **SHALL NOT** be allowed in Company facilities to serve papers on any member of staff. Except where prohibited by local law, the following procedures **SHALL** be followed in handling civil and criminal matters in Company facilities or on Company controlled properties.

1. *Civil Processes*

Civil Process Servers **MUST NOT** be allowed inside Company facilities. If a Civil Process Server appears at a security or reception desk, record his/her name and the nature of the process, the name of the party to which the process is addressed, and notify The People Office. The party may then be notified, and at the party's discretion, **MAY** come to the desk to receive the papers, but the party cannot be compelled to do so.

2. *Criminal Processes*

If a Peace Officer of competent jurisdiction presents at a reception or security desk and announces that he has a criminal warrant for an individual inside one of FIS facilities, Corporate Security **SHALL** complete the following:

- a. Record the officer's name, agency, badge number, court of issuance, magistrate's name, warrant number, if any, the nature of the offense and the person named in the warrant, and notify Corporate Security Management and The People Office.
- b. Unless otherwise directed, advise the Officer that the Company's preferred method of handling situations such as this is for internal security to escort the individual to the security desk and turn him over to the custody of the Peace Officer.
- c. If the individual named on the warrant has a history of violence, the offense cited in the warrant is of a violent nature, or if the Officer insists on making the arrest on the floor, then the Peace Officer **SHALL** be escorted inside the facility to the individual being taken into custody.
- d. Upon notification, the Corporate Security representative **SHALL** immediately notify by telephone Corporate Security management, The People Office, and other individuals as directed by management.
- e. A Security Incident Report is **REQUIRED** in all such cases.

11.05.01.24 Organization of Corporate Security

The Head of Corporate Security and Insider Threat reports to the Chief Security Officer, RISC Security Organization.

11.05.02 Mask and Social Distancing Standard

This standard **SHALL** be activated during times of crisis by Crisis Management or Corporate Security.

11.05.02.01 Purpose

The Mask and Social Distancing Standard is applicable to employees during a pandemic.

This standard defines the requirements, responsibilities and enforcement of the mandated wearing of masks and social distancing activities while at FIS facilities. The Company requires all employees to wear facial covers while at FIS facilities. Masks do not replace the social distancing requirement; everyone still needs to keep six feet or two meters apart, based on regional guidance or legal requirements or whichever is greater.

Employees **MUST** be notified by TPO, local ORT or Crisis Management team when the standard is in effect and must be followed.

This is not just about your safety, it's about the safety of our colleagues and their communities.

11.05.02.02 Statement

The health and safety of employees are our highest priorities.

1. All employees are **REQUIRED** to wear a mask that always covers their mouth and nose while in the workplace. Please continue to practice social distancing even when wearing a mask.
2. Employees whose health or safety is put at risk by wearing a mask are not required to do so. However, a face shield is **REQUIRED**, along with an approved exception from the TPO.

11.05.02.03 Mask Wear and Social Distancing at FIS

1. All employees and contractors **MUST** wear a mask when at an FIS facility or client site including:
 - a. Outdoors at an FIS facility, but unable to maintain aforementioned social distancing from people who are not household members.
 - b. Employees who work on their own at their desk **MAY** remove their mask if they are seated at aforementioned social distance, but **MUST** always wear their mask, including in all the common areas, unless otherwise stated.
 - c. Employees who wish to eat or drink **MAY** remove their mask to do so, provided they are situated the appropriate social distance away from others, perform necessary hand hygiene and replace the mask when they are done.
 - d. No mask is needed for sitting in the break room or café, eating and drinking, while being socially distant. While walking through these areas' other common areas (*i.e.*, restrooms, lobbies, common sitting areas) a mask is **REQUIRED**.

11.05.02.04 Roles and Responsibilities

Role	Responsibility
Corporate Security	<ul style="list-style-type: none"> • Monitor and enforce proper wearing of mask and social distancing; this is achieved by roving patrols or CCTV • If violation discovered, politely ask employee to wear mask and maintain social distancing • If repeat offender, security SHALL escalate to the employee's manager • If refusal to follow policy, security SHALL escalate to TPO and request for the employee to leave facility
Manager	<ul style="list-style-type: none"> • Responsible for enforcing that employees follow policy
TPO	<ul style="list-style-type: none"> • Approve mask exceptions to policy • Counsel repeat violators or refusals
Employees	<ul style="list-style-type: none"> • Follow policy • Report violations to Corporate Security

All FIS employees, contractors, and applicable third parties are required to adhere to established policies and standards. Violation of FIS policies and/or standards may result in disciplinary action, up to and including termination. Any suspected violation of an FIS policy or standard should be reported to either a management representative or the FIS Chief Compliance Officer (CorporateCompliance@fisglobal.com). Violations may also be reported, with the option of remaining anonymous (with certain exceptions in some European countries, using the FIS Ethics Helpline Web site (www.fnisethics.com) or the FIS Ethics Helpline telephonically. FIS does not tolerate any retaliation against anyone who, in good faith, reports a violation of FIS policy or law or cooperates with an investigation. Use the link (https://rmis.fnfis.com/fsirt_archer/) to report a potential security incident. For urgent or critical security incidents, you should call +1.414.357.FSIRT (3747) (U.S. and International).

Statement of Understanding

Fidelity National Information Services, Inc. (“FIS”, “we”, “us”) welcomes the opportunity to respond to this Request for Proposal (RFP)/Request for Information (RFI) dated November 5, 2020 entitled “Proposal for Payment Products and Solutions (“Client RFP”). FIS’ responses to the Client RFP have been prepared in accordance with FIS’ understanding of the requirements of Region 10 (“Client” or “you”) based on the information provided in the Client RFP. FIS’ responses to questions posed by Client in the Client RFP are provided for informational purposes only and do not constitute or give rise to contractual commitments on behalf of FIS.

In response to your invitation, we are pleased to submit this proposal for your consideration.

The information contained in or supplied with this proposal is submitted solely for the purpose of evaluating the products and/or services of Fidelity Information Services, LLC, and/or its affiliates and subsidiaries (collectively “FIS”™). The information contained in or supplied with this proposal, in its entirety, is the confidential and proprietary information of FIS, and it may not be copied by or disclosed to any person or entity (other than to the intended recipient), without the prior written consent of FIS. With or without FIS’ prior written consent, FIS accepts no liability whatsoever for any consequences arising from the reproduction of the information contained in or supplied with this proposal, or from its disclosure to any person or entity, including to the intended recipient. FIS additionally accepts no liability for the use of the information contained in, or supplied with this proposal, by the intended recipient, or by any other person or entity, with or without FIS’ express prior consent. The intended recipient shall not use any part of the information contained in, or supplied with this proposal, in any way to the competitive disadvantage of FIS, and will take all steps necessary to comply with this provision.

This proposal is neither an offer nor intended by FIS, upon acceptance by the intended recipient, or otherwise, to create a binding agreement with FIS. Such an agreement shall be reflected only by a legally binding contract executed by both parties.

All information contained in this proposal represents FIS’ best estimates. However, since the actual results in your particular operations may vary from those indicated in the proposal due to variations in software, programs, volume, environment, personnel, and other factors, the final determination that the proposed products and services meet your technical requirements must be yours.

FIS has endeavored to provide thorough and helpful responses to questions posed by Client. The contractual terms and conditions under which FIS would do business with Client are those expressly set forth in the current FIS agreement applicable to the FIS products and/or services included in this proposal (“FIS Agreement”). If not included in this proposal, a copy of the FIS Agreement is available on request.

FIS’ proposal including pricing is based on the FIS Agreement, the information provided by you and the assumptions set forth in our proposal, and any changes to such information or assumptions may, if material, require modification.

The FIS Agreement has been drafted with the relevant FIS' products in mind and is designed to offer a fair balance of risk and responsibilities between the parties, based on FIS' long history of successfully contracting with a wide variety of public and private institutions throughout the world. Using the FIS Agreement permits us to keep our operational requirements as standardized as possible, including any interoperability concerns for multi-product offerings, considering that we need to provide a similar service to many clients. It is operationally difficult for a provider to accommodate bespoke requirements, especially when our proposal and pricing is, at least in part, based on the economies of scale we can offer. Furthermore, the FIS Agreement is designed to work with the majority of FIS' products whether hosted and/or locally installed as well as any consultancy services, meaning that a Client on the FIS Agreement can easily add new products and services without having to renegotiate the underlying terms and conditions.

If Client has included legal terms and conditions in the Client RFP document, FIS rejects any express or implied acceptance of such terms and conditions. Upon successful award, FIS agrees to negotiate in good faith for the inclusion of additional, mutually acceptable terms and conditions into the FIS Agreement.

Further, if Client is an existing client of the FIS group, FIS will work with Client to determine whether existing terms and conditions in place between the parties can be leveraged for this new opportunity.

FIS has every confidence that in the instant case, we will be able to address all terms and conditions to the satisfaction of both parties.

Our proposal is effective and valid for one-hundred-twenty (120) days from the proposal date hereof.

Please note that references by FIS to enhancements, improvements, new releases, or other functional and/or technical items that are not available in general release as of the date of this proposal ("Future Functionality") do not represent commitments on the part of FIS that it will develop or deliver any such items. Accordingly, FIS does not include in its agreements with clients any commitments or obligations relating to the development or delivery of specific Future Functionality.

Trademarks: All trademarks and other intellectual property rights are the property of their owners. Company, solution, product, software and service names used by FIS within, or supplied with, this document may be trademarks or service marks of other persons or entities.