



**STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

**NOTIFICATION OF STATEWIDE CONTRACT**

June 26, 2014

**CONTRACT TITLE:** E-PAYMENT SERVICES  
**CURRENT CONTRACT PERIOD:** July 1, 2014 through December 31, 2014  
**BUYER INFORMATION:** John Stobbart  
 (573) 751-3796  
 John.stobbart@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	11-03-06 through 11-02-08	12-31-14

**ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR PUBLIC USE ONLY.  
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.**

This contract has been established for the convenience of state agencies. Agencies with current contracts with other contractors may continue to utilize such contracts where they are receiving equivalent or better services at equal or better prices. Local Purchase Authority may be used to purchase services included in this contract from an alternative source at the discretion of the agency.

*State agencies should not initiate new services through the contract without prior approval by the Information Technology Services Division.*

Account routing information must be verified by the State Treasurer's Office prior to implementation of any services under this contract.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C206054001	8105998490 0	Collector Solutions, Inc. 316 Baylen St., Suite 201 Pensacola, FL 32502  Contact Person: Jerry Wingate Phone: (850) 444-9330, extension 308 Mobile: (573) 418-3299 E-mail: <a href="mailto:jerryw@collectorsolutions.com">jerryw@collectorsolutions.com</a>  Toll Free Help Desk: (866) 756-6041 Online Help Desk: <a href="mailto:help@collectorsolutions.com">help@collectorsolutions.com</a>	N	Y

State Contacts:	Department/Division/Office	Contact Person	E-Mail Address:	Telephone:
Contract Information	Information Technology Services Division	Ron Thomas	<a href="mailto:Ron.thomas@oa.mo.gov">Ron.thomas@oa.mo.gov</a>	(573) 751-1583
Account Routing Verification	State Treasurer's Office	Nicole Hackmann	<a href="mailto:Nicole.hackmann@treasurer.mo.gov">Nicole.hackmann@treasurer.mo.gov</a>	(573) 751-9002
Contract Issues/Problems	Division of Purchasing	John Stobbart	<a href="mailto:John.stobbart@oa.mo.gov">John.stobbart@oa.mo.gov</a>	(573) 751-3796

## STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
07/01/14 – 12/31/14	06/03/14	<b>Contract extension pending award of a new contract. All terms, conditions, and pricing remain the same as previous period.</b>
11-03-13 – 06-30-14	11-03-13	Re-issuance of the statewide notice reflecting the extension of the contract, pending the award of a new contract. State agencies should not initiate new services without the prior approval of the Information Technology Services Division. All terms, conditions, and pricing remain the same.
11-03-12 – 11-02-13	11-03-12	Re-issuance of the statewide notice reflecting the fifth and final renewal of the contract. All terms, conditions, and pricing remain the same.
11-03-11 – 11-02-12	11-03-11	Re-issuance of the statewide notice reflecting the fourth renewal of the contract. All terms, conditions, and pricing remain the same.
11-03-10 – 11-02-11	11-30-10	Revised statewide notice to reflect that the contractor may provide services to cooperative entities.
11-03-10 – 11-02-11	11-03-10	Re-issuance of the statewide notice reflecting the third renewal of the contract. All terms, conditions, and pricing remain the same.
11-03-09 – 11-02-10	11-13-09	Re-issuance of the statewide notice reflecting the first renewal of the contract. All terms, conditions, and pricing remain the same.
11-03-08 – 11-02-09	01-13-09	Adds additional information for contacting help desk, customer service, and provides information for after hours contact.
11-03-08 – 11-02-08	11-03-08	Re-issuance of the statewide notice reflecting the first renewal of the contract. All terms, conditions, and pricing remain the same.
11-03-06 – 11-02-08	01-23-08	New address provided for the contractor.
11-03-06 – 11-02-08	03-08-07	Adds Task List, and condenses and summarizes other information.
11-03-06 – 11-02-08	11-15-06	Initial issuance of new statewide contract

## **Collector Solutions, Inc. will provide E-Payment Services in accordance with contract C206054001.**

Agencies that are interested in utilizing the contract should review Section 1, which is a Task List that should be executed to establish E-Payment Services, and Section 2, which provides specific information and pricing regarding the contract.

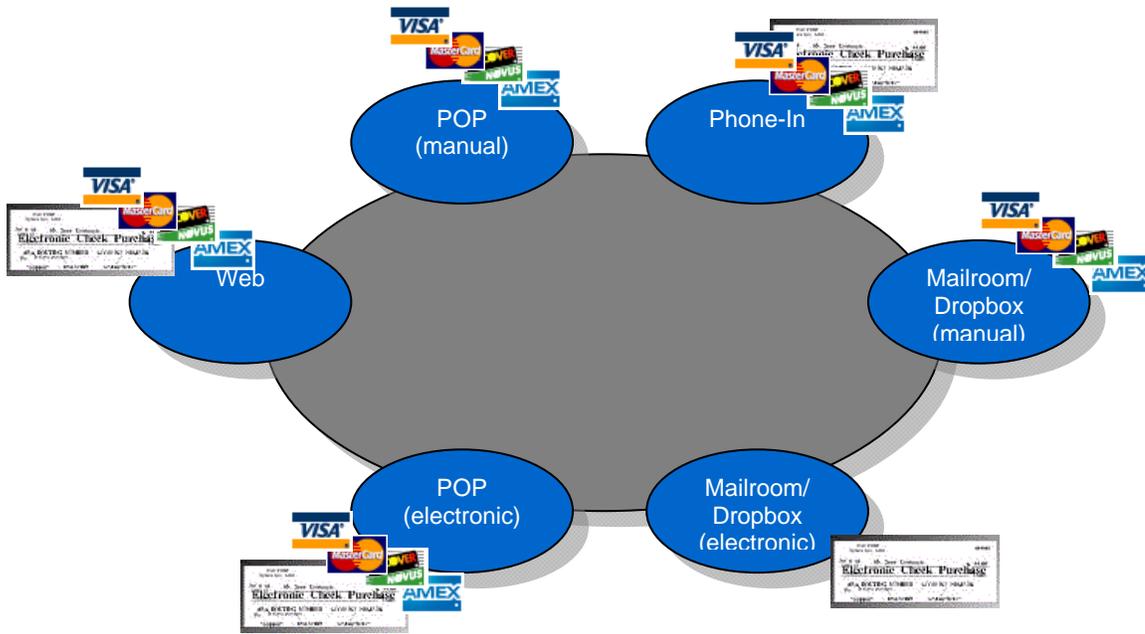
### **Section 1, Task List**

Following is a list of tasks that should be executed by a Missouri state agency in order to establish a payment service per RFP B2Z06054 through CollectorSolutions, Inc. (CSI):

1. Contact Ron Thomas in the Office of Administration Information Technology Services Division) in order to allow him the opportunity to assess and prioritize the service request. Arlan will serve as the conduit through which all 'initial' service requests should be forwarded to CSI. In this manner, the OA will have the appropriate oversight to ensure CSI's responsiveness and effectiveness. Arlan may be reached by telephone at (573) 751-1583, or by e-mail at [Ron.thomas@oa.mo.gov](mailto:Ron.thomas@oa.mo.gov).
2. Upon approval from Ron Thomas, the agency should contact Jerry Wingate. Through a series of increasingly refined discussions, the appropriate 'solution' and deployment strategy will be identified for subsequent execution. Jerry may be reached by telephone at (850) 444-9330, extension 308, or by e-mail at [jerryw@collectorsolutions.com](mailto:jerryw@collectorsolutions.com).
3. Topics that will be addressed during the series of discussions will include the following:
  - a. What methods of payments will be accepted (eCheck, credit cards)?
  - b. What modes of collection will be provided to the consumer (Web, POP, Mailroom, Phone-In, IVR)?
  - c. If credit cards will be accepted, which card types will be offered (American Express, Discover, Mastercard, Visa)?
  - d. What permutations of (a), (b), and (c) will be offered to the consumer (Appendix A)?
  - e. For each permutation of (a), (b), and (c), who will pay the CSI convenience fees (agency or consumer)?
  - f. If a consumer will be able to utilize the service through the Web collection mode (an internet web site), who will build and maintain this site (the agency, CSI, or a collaborative effort where the user traverses pages provided in-part by both the agency and CSI)?
  - g. If the agency staff currently uses a third party product for POS and/or Mailroom processing, what integration with the CSI process will be available and how will this integration be achieved?
  - h. If the agency currently uses a third party product MIS/CIS product for overall administration, what integration with the CSI process will be available and how will this integration be achieved?
  - i. Will consumers be validated and, if so, how will this validation be achieved?
  - j. Are there data elements required to support the agency's process outside of those included in the default CSI process?
4. The appropriate contacts within the agency for technical/development, finance, and management should be provided to CSI. As the development effort progresses, CSI staff will regularly engage these individuals through question/answer sessions, web-ex demonstrations, and RAD test-sites to ensure product correctness.
5. If credit cards will be accepted, CSI will provide a Merchant Agreement application that is to be filled-out by the appropriate agency personnel and returned to CSI. Upon receipt of a completed application, it will take approximately 7 to 10 business days for CSI to secure the account and prepare the ancillary items necessary for credit card processing and management.

6. If POP (swiped) credit cards will be accepted, a swipe device will be ordered and forwarded to the POP location for installation (Appendix B).
7. If POP or Mailroom/Dropbox (scanned/truncated) checks will be accepted, a check scanner device will be ordered and forwarded to the POP location for installation (Appendix C).
8. If the consumer will be able to utilize the service through the Web collection mode (an internet web site) that is to be built and maintained by agency and/or state IT staff, CSI will provide the appropriate individuals with an electronic copy of the CSI eCollections Portal specification.
9. If the consumer is to be validated, CSI will work with agency and/or IT staff to develop an appropriate validation strategy. The preferred strategy is one utilizing a CSI web-service frame-work that will allow for real-time validation against the agency data stores; however, EDI based validation schemes are supported, as well.
10. If third party software will be used in the payment process (such as, in POS or Mailroom processing), CSI will work with the software vendor to achieve appropriate integration where possible.
11. CSI will deploy a test environment for development and training demonstrating all aspects of the CSI process (management, reporting, etc). Where appropriate (where agency and/or IT staff will develop the Web collection mode UI), CSI will provide agency and/or state IT staff with the necessary information to facilitate their development effort (clientKey, paymentTypeID, organizationUnitIDs, etc).
12. Entities within the CSI system will be identified and attributes specified (organization units, distribution accounts, payment types, administrative users, etc).
13. Upon maturity of the test environment, the appropriate user groups will be given access to the system for input and approval.
14. The test environment is transitioned from a test 'state' to a production 'state'.
15. Where appropriate (where agency and/or IT staff will develop the Web collection mode UI), CSI will provide agency and/or state IT staff with links that are to be established on the agency web site in order to allow the consumer access to the service.
16. Service is live.
17. Adaptive and Perfective maintenance continue throughout service lifetime in response to user experience and feedback. Repeating this task list, additional Collection Modes and Payment Methods may be incrementally added as the agency becomes more experienced and confident with processing and managing the current deployed service.

APPENDIX A



**APPENDIX B**

Logic Controls MR3000 (with PS2 cable) magnetic strip reader



## APPENDIX C

RDM EC6000i (with USB cable) check imaging device



**Collector Solutions, Inc. will provide E-Payment services as follows:**

**1. PERFORMANCE REQUIREMENTS:**

**1.1 General Requirements:**

- 1.1.1 Collector Solutions will provide E-Payment services, such as merchant card, debit card, and other electronic payment processing services, including check conversion, for various agencies of the State of Missouri.
- 1.1.2 Collector Solutions will meet all requirements outlined in the Payment Card Industry (PCI) Data Security Standard found at the following website: [https://sdp.mastercardintl.com/pdf/pcd\\_manual.pdf](https://sdp.mastercardintl.com/pdf/pcd_manual.pdf).
- 1.1.3 All application development code specifically written for an agency to collect or return information to a customer regarding their business transactions provided under the terms and conditions of this contract shall become the property of the state agency, and shall be provided to the state agency prior to implementation of services. The code used on the contractor side of the payment gateway is proprietary code, and the State will not require ownership of this code.
- 1.1.4 Collector Solutions will provide to the Office of Administration, Information Technology Services Division and the state agency requesting services, a detailed project and implementation plan mutually acceptable to the state and the contractor prior to beginning work.
- 1.1.5 Collector Solutions will provide weekly status reports to the Office of Administration, Information Technology Services Division and the state agency requesting services throughout any new implementation.
- 1.1.6 Collector Solutions will deposit payments received into the designated state bank account(s) via Automated Clearing House (ACH). Account and routing information will be provided and verified by the State Treasurer's Office prior to initiation of services with a state agency.
- 1.1.7 Collector Solutions will notify the contract administrator in the Office of Administration, Information Technology Services Division prior to beginning work with any state agency and shall verify account and routing information with the State Treasurer's Office prior to implementation of services with a state agency.
- 1.1.8 The State of Missouri will identify the brands of cards that shall be accepted for their application. Collector solutions will accept, at a minimum, American Express, VISA, MasterCard, Discover, Checkcard and Echeck.
- 1.1.9 The contractor shall understand and agree that the contract shall not be considered exclusive, and that other similar contracts may exist. The contractor shall provide services upon the request of a state agency.

**1.2 Specific Requirements:**

- 1.2.1 Collector Solutions will establish an unlimited amount of merchant numbers or comparable identifiers for the State of Missouri as determined by the state
- 1.2.2 Collector Solutions will collect and pass on contact information for each merchant ID established consisting of state agency name and contact phone number to be printed on each customer's credit card or bank statement.
- 1.2.3 Collector solutions will deposit payments received into the designated state bank account(s) via Automated Clearing House (ACH).
- 1.2.4 As requested at the time of establishment of a merchant number or comparable identifier, Collector Solutions will:
  - a. Provide each agency with a monthly invoice for the processing charges incurred by that agency;
  - b. Collect a surcharge or convenience fee from each customer paying by merchant card to compensate the contractor for processing charges incurred in connection with the merchant card transaction; or

- c. Deduct the fees directly from the account where the electronic payment funds settle.

### **1.3 Funds Settlement:**

- 1.3.1 Collector Solutions will deposit, via Automated Clearing House (ACH) credit, amounts due to the state resulting from the settlement of merchant card, debit card, and other electronic payment transactions processed.
- 1.3.2 Collector Solutions may request state agencies to establish a clearing account for the initial deposit of transactions settled gross of the convenience fees/surcharges due the contractor. Such an account, if established, shall be located at a financial institution designated by the state agency.
  - a. The account shall be collateralized and the collateral pledged to the state.
  - b. Collector solutions will be responsible for all banking fees associated with the account.
  - c. The state agency shall give the will give the authority to access the account to transfer settlement to the appropriate state account(s) and convenience fees to Collector Solutions' account.
- 1.3.3 State agencies may utilize a contract agent that may assess an "agent fee" to a particular transaction. Collector Solutions will settle the agent fee to the contract agents' accounts and the transaction amounts to the appropriate State account.
- 1.3.4 Collector Solutions must reconcile each day's transaction activity to the total amount settled to the designated state account(s). Collector Solutions will address any reconciliation discrepancies within forty-eight (48) hours of discovery or notification by the state.
- 1.3.5 Collector Solutions will post and settle amounts for business activity by transaction date separately including separate postings for Saturday and Sunday.

### **1.4 Reporting Requirements:**

- 1.4.1 Collector solutions will provide flexible reporting including, but not limited to, the following minimum data elements:
  - a. Merchant ID (or comparable identifier)
  - b. Merchant Name
  - c. State Agency Name
  - d. Transaction Date
  - e. Transaction Time (hour/minute/second)
  - f. Settlement Date
  - g. Card Brand, Debit, E-check, or check conversion
  - h. Amount of Sale
  - i. Convenience Fee/Surcharge assessed – where applicable
  - j. Agency Charge (processing cost to be invoiced) – where applicable
  - k. Agency Charge (processing cost to be deducted from the settlement account – where applicable)
  - l. Break-out of contract agent fee from the State transaction amounts
  - m. Customer Name
  - n. Authorization Number
  - o. Truncated Card Number
  - p. E-mail address – Internet transactions
  - q. IP address – Internet transactions. The contractor shall be required to capture and retain the IP address on every internet transaction to be made available upon request by an agency for fraud investigation purposes.
  - r. Invoice number or State assigned transaction ID
  - s. Additional requirements as required by the state agency for assistance in daily reconciliation
- 1.4.2 Collector solutions will provide on-line reports accessible via the Internet.

- 1.4.3 Collector Solutions' reports will include summary activity for a given month or given period of time.
- 1.4.4 Collector Solutions' reports will export to Excel for agency manipulation.
- 1.4.5 Collector Solutions' reports will sort on and be able to summarize by agency name, merchant or other ID, transaction date, settlement date, card brand/debit at a minimum.
- 1.4.6 Collector Solutions will provide daily transaction files formatted to each state agency's specifications on all or some of the IDs as specified by the state.

**1.5 Program Expansion:**

- 1.5.1 Collector Solutions will establish, as agencies desire to implement, additional merchant and other IDs under the terms/pricing of the contract.
- 1.5.2 Implementation shall follow the program provided by the contract.
- 1.5.3 If an agency desires to compress the timing of the implementation program, Collector Solutions will facilitate that request where feasible.

**1.6 Internet Payments:**

- 1.6.1 Collector Solutions will provide an internet website to accept payments by credit card, pin-less debit card, and electronic funds withdrawal such as ACH debit and electronic check.
- 1.6.2 Collector Solutions' web site will be accessible as a "click-through" from the state agency's web site when the customer is ready to pay.
- 1.6.3 Collector Solutions will collect and secure the payment related data provided by the customer as well as any other transaction or customer related data collected by the contractor or passed along by the state when the customer arrives at the contractor's web site.
- 1.6.4 Collector Solutions will transmit data files of transaction information along with other data collected or received by the contractor associated with the transaction to state agencies if requested. Data shall be transmitted on a daily basis in a format specified by the state agency.
- 1.6.5 Where a convenience fee is charged, Collector Solutions will clearly list and explain the nature of the convenience fee on all applicable Internet screens, receipts, and other locations so that customers understand the convenience fee is not a fee assessed, collected, or retained by the state.
- 1.6.6 Collector Solutions will issue a confirmation receipt number to each customer for each completed transaction and give the customer the option of displaying and printing a receipt. The receipt shall include at a minimum the confirmation receipt number, date of transaction, itemized list of charges and total dollar amount of the transaction.
- 1.6.7 Collector Solutions will, upon completion of payment, offer users an onscreen confirmation number and a digital receipt, which can be printed as a transaction record.
- 3.6.13 Collector Solutions system is capable of multiple payments per session to allow users to make a variety of tax and/or fee payments in the same visit, eliminating the need to re-enter contact information for each payment.
- 3.6.14 Collector Solutions will confirm payment by e-mailing users verification of payment and shall provide payers the option of returning to the site at any time to confirm that their payment was submitted.

**1.7 Agency Collected Payment Data:**

- 1.7.1 Collector Solutions will receive and process data files from those agencies collecting and securing the payment data internally.
- 1.7.2 Collector Solutions will work with VeriSign in processing Internet collected transactions if requested by the state agency.

**1.8 Point-of-Sale:**

- 1.8.1 For those agencies utilizing the convenience fee option, Collector Solutions will provide and maintain, free of charge to state agencies, the necessary equipment, software, supplies, and phone lines required to process credit, PIN-based debit card, and check conversion transactions at the point of sale and print customer receipts. Where an agency owns or purchases the necessary equipment and or software, and/or phone lines are provided, there shall be a reduction in the convenience fee schedule to reflect a reduction in charges.
- 1.8.2 Where a convenience fee is charged, Collector Solutions will clearly identify and explain the nature of the convenience fee on all applicable monitors, receipts, and other locations or documentation so that customers understand the convenience fee is not a fee assessed, collected or retained by the state.
- 1.8.2 Collector Solutions will produce a confirmation receipt for each completed transaction to be provided to the customer at the point of sale.

**1.9 Interactive Voice Response (IVR) System:**

- 1.9.1 Collector Solutions will accept payments from existing or future IVR applications from state agencies..
- 1.9.2 The requesting state agency shall have the final approval of the script utilized by the IVR.
- 1.9.3 Collector Solutions will be capable of validating a customer transaction before a payment is accepted for processing by utilizing a database of eligible customers provided by the State agency.
- 1.9.4 Collector Solutions will transmit data files of transaction information and other data collected to State agencies daily in the formats specified by the State agency.
- 1.9.5 The IVR shall be available for implementation to any requesting State agency with a separate script, separate customer validation, and separate data file transmission per agency. The IVR system will be accessible via a toll free phone number provided by the contractor.
- 1.9.6 Collector Solutions' IVR solution will accept payments by credit card, debit card, or electronic funds withdrawal such as ACH debit or electronic check.
- 1.9.7 Properly formatted ACH files shall be delivered to the designated state banking services contractor for origination through the ACH network.
- 1.9.8 Collector Solutions will issue a confirmation receipt number to each customer for each completed transaction.
- 1.9.9 Where a convenience fee is collected from the customer, Collector Solutions will clearly identify and explain the nature of the convenience fee on all applicable receipts and other locations or documentation to ensure customers understand the convenience fee is not a fee assessed, collected or retained by the state.
- 1.9.10 Collector Solutions IVR payment system will provide a seamless integration with existing state agency systems for reporting and settlement.

**1.10 Customer Service:**

- 1.10.1 Collector Solutions will provide the State of Missouri toll-free access to a dedicated client services representative between the hours of 7:30 AM and 5:00 PM to assist state agencies in any out of balance situations, settlement questions, reversals, chargebacks, and reporting issues and shall have established procedures for reversals of credit and debit card transactions that will be provided to state agencies prior to implementation of any services.

- 1.10.2 Collector Solutions will provide toll-free live customer service representatives between the hours of 7:00AM and 6:00 PM Central time to answer agency's citizen's questions.
- a. Collector Solutions will provide a toll-free 24 hour automated customer service support number for agency's citizens to access an automated menu of frequently asked questions and their solutions.
  - b. Collector Solutions will provide a customer service area on their internet site for agency's citizens to access a menu of frequently asked questions and their solutions.
- 1.10.3 Collector Solutions will provide a "help desk" technician between the hours of 8:00 a.m. and 8:00 p.m. central time, Monday through Sunday, to assist state agency personnel with credit or debit card transaction processing and procedural operation problems. Collector Solutions will provide access to the help desk through a toll-free telephone number.

**1.11 Chargebacks and Disputed Payments:**

- 1.11.1 Each chargeback will be posted to the appropriate state account as a separate transaction including the transaction ID and merchant number from the original transaction.
- 1.11.2 Each agency will be notified of all chargebacks to their merchant ID(s) when they occur.
- 1.11.3 Collector Solutions will coordinate with financial institutions and associated entities to resolve disputed payments within the timeframes allotted by the card associations with available information prior to contacting the state agency involved.
- 1.11.4 Collector Solutions will attempt to settle all chargeback issues promptly within the window of time given for customers to reject payment before debiting the chargeback to the appropriate state account.
- 1.11.5 Collector Solutions will have edits in place to prevent duplicate/erroneous/invalid payments and amounts from being sent to the credit/debit card or ACH processor. (For example, all transactions should have a confirmation number associated with them.)

**1.12 Point-of-Purchase Check Conversion Services:**

- 1.12.1 Collector Solutions will provide agencies with procedures for determining which checks can and cannot be accepted as a source document for point-of-purchase entry.
- 1.12.2 Collector Solutions will provide, install, and support all necessary equipment, including phone lines, required for point-of-purchase services. Collector Solutions will upgrade, maintain, and support the equipment. Collector Solutions understands that some agencies shall provide, install, and support all necessary equipment, including phone lines required for point of purchase services.
- 1.12.3 Collector Solutions' terminals will process both credit/debit cards and convert checks. All P.O.S. transactions will produce a receipt requiring a signature
- 1.12.4 Collector Solutions will work with each state agency to establish cut-off times to identify transactions processed on the current day or next day's business activity.
- 1.12.5 Collector Solutions will represent returned items with Reason Code R01 (Insufficient Funds) and R09 (Uncollected Funds) a maximum of two or three times, based on the desire of the processing location following the return of the original entry.
- 1.12.6 Collector Solutions will notify the state agency on a daily basis of the amounts deposited into its bank account via Internet based reports.
- 1.12.7 Collector Solutions will provide necessary reports to the state agency for transactions processed. The report shall be accessible via the Internet and designed and include all information as requested by the state agency. The

contractor shall be capable of providing, upon request by a state agency, image capability of checks during the conversion process and providing a copy of the check upon request.

**1.13 Telecommunications and Data Processing Equipment and Services Requirements:**

- 1.13.1 Collector Solutions will provide, at no additional cost the State of Missouri, all telecommunications and data processing equipment and services, required for all services the contractor provides throughout the duration of the contract, including but not limited to credit and debit card readers, telecommunication and data cabling and wiring, telecommunications circuits.
- 1.13.2 Collector Solutions will provide installation, maintenance, and upgrades through out the duration of the contract at no additional charge to the state agency.
- 1.13.3 Collector Solutions will upgrade as such telecommunications and data equipment and services as required by the state agency.
- 1.13.4 Collector Solutions will maintain ownership of such equipment, which may be retrieved by the contractor at the termination of the contract. However, permanently installed equipment such as telecommunication and data wiring and cabling and related devices shall become the property of the state agency, unless the state agency approves the request to retrieve such equipment.
- 1.13.5 Collector Solutions will respond to a state agency location within one business day upon notification by the state agency of equipment problems.

**1.14 Training Requirements:**

- 1.14.1 Collector Solutions will provide training to state agencies for operation of the contractor's products and services provided.

**1.19 Gift Card Services:**

- 1.19.1 Collector Solutions will provide gift card services.

**PRICING:**

The prices quoted are firm, fixed prices applicable for the term of the contract. They will not be re-negotiated. The state understands and agrees that pass through charges are controlled by a third party, and will allow increases in applicable pass through charges upon providing State of Missouri approved documentation verifying the rate changes.

**EXHIBIT A.1  
BASE PRICING TABLE 1  
Invoiced Transactions**

For agencies choosing the invoice option, Collector Solutions will provide a "pass-through" or "cost-plus" proposal made up of the interchange rates for Visa and Mastercard (including branded debit cards), plus the discount rate that that Collector Solutions charges.

*Note: This contract is to service government entities - pricing reflects government status.  
Collector Solutions per-item-fee and per-item-% on net activity shall be firm fixed pricing for the life of the contract*

<u>Interchange Classification</u>	<u>Interchange Fees on Net Activity</u>	<u>Interchange Per Item On Net Activity</u>	<u>Visa Assessments On Sales Volume</u>	<u>Per Item Fee on Net Activity</u>	<u>Per Item % on Net Activity</u>
<b><u>Visa</u></b> CPS/Retail 2	1.43%	\$0.05	0.0925%	\$ 0.15	0.75%
<b><u>MasterCard</u></b> Public Sector	1.55%	\$0.10	0.095%	\$ 0.15	0.75%
<b><u>American Express</u></b>	2.15%			\$ 0.15	0.75%
<b><u>Discover Card</u></b>	1.95%			\$ 0.15	0.75%
<b><u>PIN-Based Debit</u></b>	0.90%	0.34		\$ 0.15	0.75%
<b><u>Gift Card - Contractor Issued</u></b>	0.00%			\$ 1.50	0.00%

**EXHIBIT A.2**  
**BASE PRICING TABLE 2**  
**Additional Services**

**Service Fees:**

Chargebacks	\$15.00 per item
Gift Card*	\$ - per item
Monthly Statement Fee (per agency)	\$ - per month
Address Verification Service (per agency)	\$ - per month
Online Reporting (per agency)	\$ - per month
Personal computer software (per agency) Please describe	\$ - per month
Other Fees (please detail)	\$ -

**Check Conversion Services:**

Point-of-Purchase Check Conversion (POP entry)	\$ 0.20 per item
Image of Converted Check (Front & Back)	\$ - per item
Represented Check Entry (RCK entry) (applies only to POP/POS transactions) Other Fees (please detail)	\$ 2.00 per item

**Internet Payment Initiation:**

ACH Debit (WEB Entry/Electronic Check) (if paid by invoice)	\$ 0.60 per item
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**Equipment Fees:**

Purchase/Lease Pricing (please indicate equipment make/model and features)	\$ -
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In accordance with contract requirements, any equipment cost is included in transaction/convenience fees.

Assumes state locations utilizing Internet based features will be pc and hi speed Internet equipped.

**System Fees:**

IVR Setup Cost (excludes DOR)		Below	per setup	1
IVR Transaction Cost (if paid by invoice)	credit card	Below	per item	2
	ACH Debit created	\$ -	per item	3

**Note: All pricing provided in Pricing Table 2 shall be firm fixed pricing for the life of the contract.**

- 1 UVR set up included in quoted hourly charges
- 2 IVR transaction Cost included in quoted convenience fees
- 3 ACH Debits (deposits to state accounts) included in quoted convenience fees

**EXHIBIT A.3  
BASE PRICING TABLE 3  
Convenience Fees**

For agencies choosing the convenience fee option, offerors shall submit a schedule of convenience fees that includes the interchange rates for Visa and MasterCard (including branded debit cards), assessments, and the discount rate that the offeror plans to charge. Offerors must clearly indicate how the convenience would be applied (e.g. per transaction, as a percentage of gross or net sales, etc.). The required format is below. Additional classifications may be added if the offeror desires.

**Note: All regular monthly fees applicable to these services must be included in the convenience fees priced in Pricing Table 3. Agencies choosing the convenience fee option shall not incur additional fees to those listed in Pricing Table 3. All pricing provided in Pricing Table 3 shall be firm fixed pricing for the life of the contract.**

*This RFP is to service government entities - pricing should reflect government status*

*The fees below are based on vendor provided equipment and phone lines*

**Point-of-Sale Credit Card Payment Services (Discover card and debit cards):**

Transaction Dollar Amount	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
\$0-\$50	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
\$50.01-\$100	2.75%	2.75%	2.75%	2.75%	2.75%	2.75%
\$100.01-\$500	2.75%	2.75%	2.75%	2.75%	2.75%	2.75%
\$500.01-\$1000	2.75%	2.75%	2.75%	2.75%	2.75%	2.75%
\$1000.01-\$2000	2.75%	2.75%	2.75%	2.75%	2.75%	2.75%
\$2000.01-\$3000	2.75%	2.75%	2.75%	2.75%	2.75%	2.75%
\$3000.01-and up	2.75%	2.75%	2.75%	2.75%	2.75%	2.75%

*The fees below are based on agency provided equipment and phone lines*

**Point-of-Sale Credit Card Payment Services (Discover card and debit cards):**

Transaction Dollar Amount	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
\$0-\$50	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
\$50.01-\$100	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
\$100.01-\$500	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
\$500.01-\$1000	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
\$1000.01-\$2000	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
\$2000.01-\$3000	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
\$3000.01-and up	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%

**Electronic Payment Services (Credit cards):**

Transaction Dollar Amount	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
\$0-\$33	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
\$33.01-\$100	3.00%	3.00%	3.00%	3.00%	3.00%	3.00%
\$100.01-\$250	2.95%	2.95%	2.95%	2.95%	2.95%	2.95%
\$250.01-\$500	2.85%	2.85%	2.85%	2.85%	2.85%	2.85%
\$500.01-\$750	2.85%	2.85%	2.85%	2.85%	2.85%	2.85%
\$750.01-\$1000	2.80%	2.80%	2.80%	2.80%	2.80%	2.80%
\$1000.01-\$1500	2.75%	2.75%	2.75%	2.75%	2.75%	2.75%
\$1500.01-\$2000	2.70%	2.70%	2.70%	2.70%	2.70%	2.70%
\$2000.01-and up	2.60%	2.60%	2.60%	2.60%	2.60%	2.60%

**Electronic Payment Services (ACH debits created):**

Transaction Dollar Amount	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
\$0-and up <a href="#">On line Transactions</a>	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60
\$0-and up <a href="#">IVR Transactions</a>	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25
\$0-and up <a href="#">Point of Sale</a>	\$0.19	\$0.19	\$0.19	\$0.19	\$0.19	\$0.19

**EXHIBIT A.6  
OPTIONAL PRICING TABLE**

**All prices provided in the Optional Pricing Table shall be firm fixed prices for the life of the contract.**

**All products including application code produced as a result of application development shall become the property of the State of Missouri.**

**WEB APPLICATION DEVELOPMENT PRICING**

Firm, Fixed Hourly Pricing for off-site web application development at Collector Solutions' Facility \$150.00 per hour

**IVR APPLICATION DEVELOPMENT**

Firm, Fixed Hourly Pricing for off-site IVR application development at Collector Solutions' Facility \$150.00 per hour

