

FIRST AMENDMENT TO MASTER AGREEMENT

This First Amendment to Master Agreement is made this 8th day of December, 2020 and amends that certain Master Agreement with Contract Number 11-47 dated August 24, 2020 (**Master**) between First Data Merchant Services, LLC (**First Data**) and National Cooperative Purchasing Alliance (**NCPA**) on behalf of Region 14 ESC (**Region 14**).

BACKGROUND

The Master permits the addition of products and services through amendment. The parties desire to add products and services to the Master as described below at the prices described below.

AGREEMENT

1. Tab 5 of the Master is amended to include the following products and services:

Interactive Voice Response and Interactive Web Response

Interactive Voice Response (IVR) is computer technology that replaces human interaction within call centers. IVR offers automated secured payment by phone and IWR offers automated secure payment by the web. Government phone systems can offer voice prompts that route calls to an IVR or IWR system that would otherwise be handled by live customer service operators. IVR and IWR systems can handle significant loads of calls that would otherwise require enormous staffing to accomplish what an IVR or IWR system can handle. Offering secure telephone and internet payment solutions can significantly reduce workload while at the same time improve cash flow.

Payment Kiosks

On average, 60% of walk-in payments are made in cash. Fiserv provides secured payment kiosks that will provide customers more convenient options to pay in person on the payers schedule. With several indoor and outdoor kiosk models, agencies can offer customer 24/7 service for cash, check, and credit card payments. One-stop kiosks allow utilities and government agencies with overlapping customers to add payment applications to the same machine — like for power, water, parking tickets, taxes, and other public services.

2. Attachment B of the Master is deleted and replaced with Attachment B attached to this Amendment.

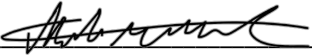
3. Participating entities will need to execute appropriate agreements to receive the product and services under the Master.
4. First Data and NCPA each represent and warrant: (i) they have corporate authority to execute this Amendment; and (ii) this Amendment creates valid, legal and binding obligations that are enforceable against the parties.
5. This Amendment may be executed in any number of counterparts, each of which is deemed an original and all of which constitute one and the same instrument. Electronic or other copies of the executed Amendment are effective.
6. The Master remains in effect as amended and supplemented by this Amendment. In the event of a conflict between the terms of the Master and this Amendment, this Amendment will control with respect to its subject matter.
7. This Amendment and the Master constitute the entire agreement of the Parties and no prior negotiations, proposals, discussions or understandings are a part of the agreement unless expressly set forth in the Amendment or Master.

Authorized Signers:

FIRST DATA MERCHANT SERVICES LLC

National Cooperative Purchasing Alliance

By:  _____

By:  _____

Name: Shane McCullough

Name: Matthew Mackel

Title: Authorized Signer

Title: Director, Business Development

Date: December 8, 2020

Date: December 8, 2020

ATTACHMENT B

Fiserv Merchant Services Pricing Schedule

1 Acquiring Fees

The Public Agency will pay Fiserv the fees described below (Acquiring Fees) for the Acquiring Services. The Acquiring Fees are based on the Public Agency's business methods and the types of transactions it will submit for processing that the Public Agency disclosed to Fiserv. Fiserv may modify the Acquiring Fees if the Public Agency materially changes its business methods or the types of transactions that it submits for processing.

Acquiring Fees	Amount	Driver
Transaction a. (Visa and Mastercard Cards)	per grid c in line 32	per transaction
Transaction a. (Other Cards)	per grid c in line 32	per transaction
Transaction a. (Debit Cards)	per grid c in line 32	per transaction
Discount Rate	per grid c in line 32	sales volume
Authorization (Voice) b.	\$1.00	per call
Authorization Integrated Voice Response (IVR) b.	\$0.25	per IVR call
Address Verification Service (AVS)	\$0.00	per transaction
Chargeback	\$5.00	per chargeback
Retrieval	\$5.00	per retrieval
Adjustment	\$2.50	per adjustment
Automated Clearing House (ACH) Deposit	\$0.20	per deposit
ACH Reject	\$25.00	per rejection
Wire Deposit	\$8.00	per wire
ClientLine Reporting	Waived	per month
Paper Statement	\$10.00	per statement
Implementation Fee	Waived for merchants migrating a basic merchant account only with no other services or integrations needed.	per project
Application Fee	Waived	per application
Maintenance Fee	Waived	per month
Merchant ID (MID) Set-Up Fee	Waived	per MID
Merchant ID Monthly Fee	Waived	per MID
PCI Compliance Program Fee per MID	\$99	per year
PCI Non-Compliance Fee per MID	\$19.95	per month
Bolt (Point to Point Encryption/Europay, Mastercard and Visa enabled)	\$7.00	per terminal/per month

a: Auth is charged for each authorization attempt (whether approved or declined), purchases, reversals, or returns. This amount includes authorization and data capture for Visa, Mastercard, American Express, and Discover transactions; and settlement for Visa and Mastercard transactions. American Express and Discover charge settlement processing fees separately to the Public Agency under separate agreements these Networks have with the Public Agency. Discount Rate is charged on settlement amount.

b: This fee is in addition to the applicable transaction fee

c: Rate grid	Annual Transactions Per Public Agency	Auth	Discount Rate
Tier 1	0-1,000,000	\$0.1000	0.1000%
Tier 2	1,000,001 to 5,000,000	\$0.0500	0.0650%
Tier 3	5,000,001 to 25,000,000	\$0.0200	0.0350%
Tier 4	25,000,001 to 50,000,000	\$0.0110	0.0150%
Tier 5	50,000,001 to 90,000,000	\$0.0095	0.0000%
Tier 6	90,000,001 and above	\$0.0080	0.0000%

2 Network Fees

The Networks and other third parties impose fees on the Public Agency's transactions, some of which are charged to Fiserv. The Public Agency will pay Fiserv for all fees and charges that are imposed by the Networks and other third parties (together Network Fees) on the gross amount of Public Agency's transactions that are processed using the Acquiring Services. The Networks and other third parties may modify their Network Fees during the Term of this Agreement. Modifications to the Network Fees will be effective on the dates set by the Networks or other third parties. Network Fees are in addition to the Acquiring Fees and include:

- Interchange
- Excessive Chargebacks
- Dues and Assessments
- Access Fees
- Debit Network Fees
- Other Fees (including Network Security Fees)

3 Security and Fraud

Rate Grid	Annual Transactions Per Public Agency	Tokenization	Point to Point Encryption with Tokenization
Tier 1	0-1,000,000	\$0.0350	\$0.0420
Tier 2	1,000,001 to 5,000,000	\$0.0300	\$0.0360
Tier 3	5,000,001 to 25,000,000	\$0.0250	\$0.0300
Tier 4	25,000,001 to 50,000,000	\$0.0200	\$0.0240
Tier 5	50,000,001 to 90,000,000	\$0.0185	\$0.0220
Tier 6	90,000,001 and above	\$0.0175	\$0.0210

Rate Grid	Annual Transactions Per Public Agency	Acquiring Fraud Solution From Card Networks*	Advanced Fraud Protection**
Tier 1	0-1,000,000	\$0.0600	\$0.0600
Tier 2	1,000,001 to 5,000,000	\$0.0500	\$0.0500
Tier 3	5,000,001 to 25,000,000	\$0.0450	\$0.0450
Tier 4	25,000,001 to 50,000,000	\$0.0450	\$0.0450
Tier 5	50,000,001 to 90,000,000	\$0.0450	\$0.0450
Tier 6	90,000,001 and above	\$0.0450	\$0.0450
Installation		\$4,000.0	

*Shifts the chargeback liability for fraudulent transactions via solution 3D Secure if specific transactions are sent

**Reduce chargebacks, keeps fraud rates low and increases revenue by approving good transactions and declining bad actors via solution Fraud Detect. The Fraud Detect solution will require discovery prior to determining if Fraud Detect aligns or not with a Public Agency needs and if there are any additional requirements. If discovery results in a joint determination that the Fraud Detect solution can be provided for the proposed use case, any additional costs and requirements associated with the implementation of Fraud Detect would be included in the Statement of Work to be agreed by the parties upon completion of discovery.

4 Gateway for Credit Card Processing Fees

Rate Grid	Annual Transactions Per Public Agency	Basic Gateway*	Advanced/Complex* (Includes API or ERP transactions**)
Tier 1	0-1,000,000	\$0.1000	\$0.1200
Tier 2	1,000,001 - 5,000,000	\$0.0650	\$0.1000
Tier 3	5,000,001 - 25,000,000	\$0.0550	\$0.0800
Tier 4	25,000,001 - 50,000,000	\$0.0300	\$0.0600
Tier 5	50,000,001 - 90,000,000	\$0.0250	\$0.0400
Tier 6	90,000,001 and above	\$0.0200	\$0.0300

* Token charge is additional and as per the Section 3 pricing. Also transaction charges may vary due to changing Industry regulations

**Advanced work delivered via solution Snap Pay and any Application Programming Interface (API) or Enterprise Resource Planning (ERP) work will have a professional services component that will be scoped per project.

5 Integrated IVR and Web Gateway For One Time and Recurring Credit Cards and/or E-Checks without Telecheck

Rate Grid	Monthly Transactions Per Public Agency	IVR Gateway
Tier 1	0 – 25,000	\$0.20
Tier 2	25,001 – 50,000	\$0.19
Tier 3	50,001 – 100,000	\$0.18
Tier 4	100,000+	\$0.17

6 Integrated IVR and Web Gateway For One Time and Recurring E-Check with Telecheck*

Rate Grid	Monthly Transactions Per Public Agency	IVR Gateway
Tier 1	0 – 25,000	\$0.25
Tier 2	25,001 – 50,000	\$0.24
Tier 3	50,001 – 100,000	\$0.23
Tier 4	100,000+	\$0.22

*Requires NACHA fee per E-Check return

7 Integrated IVR and Web Gateway Anxillary Fees

Gateway Fees	Amount	Driver
IVR Minutes	\$0.10	per minute
Consumer Payments for IVR or Integrated Web Response (IWR)	\$0.02	per transaction
Administration Site Payments	\$0.02	per transaction
Consumer Payments Summary Presentation	\$0.02	per transaction
Implementation Fee	\$5,000.00	one time
Incremental PayPoint applications	\$1,000.00	per application
Consumer Payments IVR	\$0.15	per minute
Payment E-mail Notification	\$0.02	per transaction
Monthly Minimum if total of Gateway charges from tables 5 & 6 does not exceed the minimum amount.	\$800.00	per month

8 Payment IVR Optional Services

Description	Amount	Driver
IVR Artificial Intelligence	\$0.06	per minute
IVR Click to Call	\$0.10	per minute

9 Two Way Connect (TWC) Payment Campaign

Description	Amount	Driver
TWC Voice Only	\$10,182.25	per campaign
TWC Initial Campaign	\$14,576.25	per campaign
TWC - additional Campaign	\$6,279.00	per campaign
TWC Short Code Setup	\$8,450.00	per short code
TWC Short Code Monthly Cost	\$1,300.00	per short code
TWC SMS*	\$0.26	per transaction
TWC Voice	\$0.22	per minute
TWC Email	\$0.07	per transaction
Short Message Service (SMS) Short Code	\$1,690.00	per short code/per month
SMS Outbound Campaign	\$0.26	per SMS message sent
Voice Outbound Campaign	\$0.21	per minute
Email Outbound Campaign	\$0.07	per email sent

* with a monthly minimum = \$1500.00

10 Telecheck

Description	Amount	Driver	Telecheck Processing Limits
Electronic Check Acceptance (ECA)/Paper Verification	\$0.25	per check	\$25,000.00
Lockbox Pro21 Verification	\$0.25	per check	\$25,000.00
Internet Check Acceptance (ICA) Verification	\$0.40	per check	\$2,500.00
Recurring Payment Verification	\$0.35	per check	\$2,500.00
Mobile App Verification	\$0.55	per check	\$5,000.00
eDeposit Settlement Only	\$0.35	per check	\$25,000.00

Telecheck Anxillary Fees	Amount	Driver
Monthly Statement Fee	\$5.00	per month per billing statement
National Clearing House Association (NACHA) Unauthorized Return Fee*	\$5.00	per unauthorized return
Correction Fee	\$5.00	per correction
Customer Requested Operator Call	\$2.50	per client requested call
Monthly Minimum	\$25.00	per month per MID

*Currently published fees charged by NACHA

Telecheck Clover Fees	Amount	Driver	% Charged for Warranty (on Face Value of Check)
Clover Check Acceptance-In Person Verification	\$0.20	per check	N/A
Clover Check Acceptance-In Person Warranty*	\$0.20	per check	1.50%
Clover Check Acceptance- By Mail/Drop Box Verification	\$0.20	per check	N/A
Clover Check Acceptance- By Mail/Drop Box Warranty*	\$0.20	per check	1.50%
Clover Check Acceptance-Specialty Items	\$0.20	per check	N/A

* Warranty solutions outside of Clover will need to be scoped per project.

11 Managed Convenience Fee

The Managed Convenience Fee (MCF) team does a custom rate review for each Public Agency as a part of the cost analysis and is used to calculate a rate to be applied through the life of the contract. The MCF is an all-inclusive cost outside of devices that is covered by the MCF percentage and includes CardBrand Fees (Interchange and per transaction) and Processing Company Fees (gateway fees, hosted payment fees, virtual terminal, tokenization and no extra added fees for chargeback).

Managed Convenience Fee is charged in the range of 2.55% to 3.5% based on each Public Agency's card processing profile.

12 Data File Manager

Description	Setup	Per User Monthly Fee	Per User Monthly Over 8GB
Data File Manager	\$2,500.00	\$165.00	\$750.00

13 Payment Terminal

Model	Purchase	Lease 36 Month
FD150	\$849.00	\$43.00
RP10 Pin Pad	\$349.00	\$17.00
Clover Flex	\$549.00	\$35.00
Clover Mini	\$849.00	\$45.00
Clover Station 2018 w Cash Drawer No Printer	\$1,299.00	\$60.00
Clover Station Pro	\$1,799.00	\$81.00

14 Card Connect Terminal*

Manufacturer	Model	Purchase
Ingenico	lane 3000	\$380.00
Ingenico	lane 5000	\$415.00
Ingenico	lane 8000	\$630.00
Ingenico	link 2500	\$345.00
Ingenico	desk 3500	\$210.00
Ingenico	desk 5000	\$325.00
Ingenico	ipp315	\$195.00
Ingenico	touch 250	\$550.00
Ingenico	ipp 320	\$310.00
Ingenico	ipp 350	\$360.00
Ingenico	ismp4 with scan	\$555.00
Ingenico	ismp4 without scan	\$470.00
ID Tech	vp3300	\$99.00
ID Tech	Augusta	\$175.00
ID Tech	SREDKey	\$160.00
ID Tech	5600 (kiosk ready terminal)	\$400.00

* Includes leading Point to Point Encryption security measures, plug-and-play ready and Europay, Mastercard and Visa (EMV) enabled.

15 Payment Kiosks

Description	Purchase Up to 10 Kiosks (36 months)	Purchase More Than 10 Kiosks (36 months)	Lease Up to 10 Kiosks (36 months)	Lease More Than 10 Kiosks (36 months)
Outdoor or Through Wall Kiosk w/Software Subscription	\$87,100.00	\$80,600.00	\$2,990.00	\$2,730.00
Outdoor or Through Wall Kiosk Monthly Maintenance and Support	\$325.00	\$325.00	\$325.00	\$325.00
Indoor Kiosk w/Software Subscription	\$84,500.00	\$78,000.00	\$3,860.00	\$2,600.00
Indoor Kiosk Monthly Maintenance and Support	\$325.00	\$325.00	\$325.00	\$325.00
One Time Integration	\$10,000.00	\$10,000.00	\$10,000.00	\$10,000.00
One Time Kiosk Shipping	\$875.00	\$875.00	\$875.00	\$875.00

1. Pricing is for lease or purchase with a 36-month term. Merchant service costs will be incurred for credit card transactions.

Only credit/debit and check payment types are eligible for convenience fees.

2. Software(SaaS) included: CB Kiosk Platform and CB Revenue Management

3. Service includes: Training and documentation, CB Revenue Management Analytics Dashboard, 36 month hardware warranty, software updates, Amazon Web Services hosting, Cellular network service costs.

4. Integration/Implementation Fees Include: Source system integration, software configuration, ACH integration, processing gateway integration, site survey, training and documentation, CB Revenue Management Analytics Dashboard

5. Armor Car - cash pick up is not included

6. One-time costs include an integration to one billing system. Other billing system integrations incur additional costs.

16 Payment Professional Services

Position Title	Price Per Hour	Position Duties
Business Analyst/Technical Analyst	\$145.00	Senior analysts specializing in the development, delivery, and implementation of Payments Solutions
Business/Technical Lead/Developers	\$165.00	Senior application architects, technical resources and security specialists
Installation Services Technician	\$145.00	Senior manager and owner of all installation activities once testing is complete
Implementation Manager	\$180.00	Senior manager leading readiness for implementation and long-term release planning
Project Manager	\$170.00	Senior manager and owner of all project implementation activities
Quality Assurance/Testing Lead	\$165.00	Specialist to lead and conduct testing to verify Payments Solutions functionality and system requirements
Service Manager	\$180.00	Senior manager providing ongoing management and support after implementation
Technical Writer	\$135.00	Prepare, review, revise and maintain technical documents including software engineering, operations, testing and user
Training Lead	\$165.00	Training, Education, and Outreach lead focused on customer outreach, as well as Payments Solutions-specific training
Web Designer	\$135.00	Plan, design, create and code new and existing internet sites and web pages
Web Designer UI/UX	\$175.00	Plan and conduct user research, interpret data and qualitative feedback and create prototypes, conduct usability testing