AGREEMENT

3 THIS AGREEMENT is made and entered into on November 6, 2018, by and between the COUNTY OF FRESNO, a political subdivision of the State of California ("COUNTY") and 4 5 Heartland Payment Systems, LLC, a Delaware limited liability company authorized to do business 6 in California, whose address is 3550 Lenox Road, Suite 3000, Atlanta, GA 30326 7 ("CONTRACTOR"). 8 Recitals 9 Α. The COUNTY collects taxes, fines, fees, and other types of monetary payments 10 from individuals and entities subject to its jurisdiction. Β. The COUNTY desires to permit payment of amounts owed to it by means of

12 electronic transactions.

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13 C. The CONTRACTOR provides electronic check payment and processing transaction 14 services and credit and debit card payment transaction services through an Internet interface over 15 the web and an interactive telephone voice response system ("IVR").

16 D. The CONTRACTOR represents that it is ready, willing, and able to provide 17 electronic payment and processing transaction services and credit and debit card payment 18 transaction services as required by the COUNTY and subject to the terms of this agreement.

The parties therefore agree as follows:

1. DEFINITIONS

"Card Services" means the services provided by CONTRACTOR relating to credit card and/or pin-less debit card services provided in accordance with this agreement inclusive of payment and electronic funds transfer which enable Payment Transactions to be processed.

24 "Chargeback" means the reversal of a Payment Transaction previously credited to 25 a COUNTY Designated Account.

26 "Citizen" means the person, business, or entity that initiates and makes payment 27 of the COUNTY Payment and Convenience Fee through a Payment Transaction.

"Co-Brand" means an electronic transaction containing payment and identification

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data which is initiated by the Citizen on the COUNTY website. The Citizen's transaction is then transferred to a CONTRACTOR webpage where the Citizen completes the transaction and is provided with a confirmation of the Payment Transaction.

"Co-Brand Plus" means an electronic transaction containing payment and identification data which is initiated by the Citizen on the COUNTY website. The Citizen's transaction is then transferred to a CONTRACTOR webpage where the Citizen completes the transaction. The Citizen is subsequently transferred back to the COUNTY website along with confirmation of the Payment Transaction.

"CONTRACTOR System" means CONTRACTOR's and its Suppliers' electronic payment processing system including but not limited to its technology, hardware, software and equipment.

"Convenience Fee" means the fee charged to a Citizen by CONTRACTOR for the convenience of Citizen making a COUNTY Payment by use of the Services.

"COUNTY Designated Account" means one or more direct deposit and debit accounts established and maintained by COUNTY at an ACH receiving depository institution reasonably acceptable to CONTRACTOR for payment of Citizen obligations and debit of Chargebacks, Return Transactions, fines, and fees.

"COUNTY Payment" means any payment that is owed by a Citizen to COUNTY and paid through a Payment Transaction.

"Electronic Check Services" means the services provided by CONTRACTOR relating to electronic check services provided under this agreement, including payment and electronic funds transfer, which enable Payment Transactions to be processed.

"Payment Transaction" means an electronic payment transaction initiated by a Citizen by electronic check or by credit or debit card as provided below, at the CONTRACTOR or COUNTY website or IVR, as applicable, and processed by CONTRACTOR, its Suppliers, or both under this agreement.

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"PCI DSS" means the Payment Card Industry Data Security Standard that is administered by the Payment Card Industry Security Standards Council. "Return Transaction" means a Payment Transaction that a Citizen's depository
financial institution is unable to process.

"Return Transaction Fee" means the fee charged to COUNTY for a Payment Transaction that a Citizen's depository financial institution is unable to process.

"Services" means the Card Services and/or Electronic Check Services provided by CONTRACTOR and its Suppliers under this agreement.

"Simple Transaction Processor" or "STP" means an electronic transaction and return confirmation containing payment and identification data, initiated and received by the Citizen on the COUNTY website, without a link or transfer to a CONTRACTOR webpage.

"Suppliers" means CONTRACTOR authorized vendors including, but not limited to, one or more ACH processors.

2. OBLIGATIONS OF THE CONTRACTOR

1) Electronic Check Services

A. CONTRACTOR shall provide Citizens with the opportunity to make COUNTY Payments by electronic check through an Internet interface and through an IVR system.

B. CONTRACTOR shall provide real time processing of electronic check transactions, validate the bank transit routing number, validate the Automated Clearing House ("ACH") eligibility of the bank transit routing, determine that the dollar amount is below or equal to the maximum and above or equal to the minimum specified by the COUNTY, validate checking account number for structure, validity, and check against a negative file in an established proprietary database.

C. CONTRACTOR shall create a transaction file and forward Payment Transactions to the ACH, electronically debiting the Citizens bank account and crediting the COUNTY Designated Account.

D. CONTRACTOR shall settle COUNTY Payments into the COUNTY Designated Account within three (3) business days following the completion date of the Payment Transaction.

E. CONTRACTOR shall confirm the dollar amount of each COUNTY Payment made by Citizens and the corresponding Convenience Fees to be electronically debited from the Citizen's designated demand deposit account, and obtain the Citizen's authorization (electronic or otherwise) of such transaction prior to initiating the transaction.

F. CONTRACTOR shall provide the Citizen with electronic confirmation of the electronic check transaction and retain electronic check authorization logs and transaction records for such period of time as required by applicable law and the regulations of the National Automated Clearing House Association ("NACHA").

G. CONTRACTOR shall arrange for a unique check descriptor for the COUNTY Payment that references the name of the COUNTY and arrange for a separate unique check description for the Convenience Fee that references CONTRACTOR and the nature of the fee. This description is used to identify Payment Transactions and the Convenience Fee on the Citizens bank statement.

H. CONTRACTOR shall provide COUNTY with a daily report detailing Payment Transactions and Chargeback transactions.

2) Credit/Debit Card Services

A. CONTRACTOR shall provide Citizens the opportunity to make COUNTY Payments by credit card and debit card without personal identification number (PIN) through both an interactive telephone voice response system ("IVR") and Internet interface.

B. CONTRACTOR shall, on behalf of COUNTY, collect and process COUNTY Payments from Citizens using credit cards from American Express®, MasterCard®, VISA®, Discover® or other credit card mutually agreed upon by COUNTY and CONTRACTOR (each, a "Card").

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C. CONTRACTOR may begin providing the Services to Citizens immediately
 after this agreement is signed by the COUNTY.

D. CONTRACTOR shall forward COUNTY Payment Transactions to the appropriate Card organizations for settlement to the COUNTY Designated Account.

E. Except as provided in paragraph K, below, CONTRACTOR shall retain all Convenience Fees collected by it under this Agreement. If CONTRACTOR is unable to collect all amounts owed by COUNTY (including, but not limited to, chargebacks, deposit charges, refunds, Returned Transaction Fees, and ACH debits that previously overdrew the COUNTY Designated Account) through debiting the COUNTY Designated Account, COUNTY shall promptly pay all owed amounts to CONTRACTOR in immediately available funds.

F. CONTRACTOR will confirm the dollar amount of a Citizen's COUNTY Payment and the corresponding convenience fees to be charged to the Citizen's Card and obtain the Citizen's approval (electronic or otherwise) of such charges before initiating credit authorizations.

G. CONTRACTOR will provide Citizens with electronic confirmation of Card transactions. For authorization purposes, CONTRACTOR will electronically transmit all Card transactions to the appropriate Card-processing center, in real time as the transactions occur.

H. CONTRACTOR will retain Card authorization logs and transaction records for such period of time as required by applicable law and the regulations of the respective Card organizations.

I. CONTRACTOR will arrange for a unique line merchant descriptor for the COUNTY Payment that references the name of COUNTY and arrange for a separate unique line merchant description for the Convenience Fee that references CONTRACTOR and the nature of the fee.

J. COUNTY authorizes CONTRACTOR to debit the COUNTY Designated

I. Any COUNTY Payments made by Card transaction that is reversed by any card issuer or brand.

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Any Chargeback of COUNTY Payments made by Card 1 11. 2 transaction that is initiated by a Citizen. 3 Ш. Any electronic check that is returned. K. If CONTRACTOR debits the COUNTY Designated Account under 4 paragraph J, above, CONTRACTOR shall refund to the Citizen the corresponding Convenience 5 Fee. The COUNTY will not refund in cash to a Citizen any COUNTY Payment made by a 6 7 Citizen using CONTRACTOR Services. L. CONTRACTOR will provide COUNTY with physical visuals such as logos, 8 graphics, and other appropriate materials for display at COUNTY offices, announcing the 9 acceptance of credit cards and electronic checks for payment for COUNTY's use in its 10 11 communications with Citizens. M. CONTRACTOR will provide COUNTY with reports summarizing use of the 12 13 Services by Citizens for a given reporting period. 14 N. CONTRACTOR, at its sole cost and expense, shall at all times comply with 15 all applicable Federal, State, and Local laws and regulations. 3) Data Security 16 CONTRACTOR shall maintain a compliant PCI DSS "Report on 17 A. Compliance" (or "RoC") at CONTRACTOR's sole cost and expense. CONTRACTOR shall at all 18 times keep and maintain Citizens' personal identifying information in strict confidence, using such 19 20 degree of care as it uses to keep its similar confidential information confidential. 21 B. CONTRACTOR acknowledges that any breach of its covenants or obligations under this section 2.3 of this agreement, relating to data security, may cause COUNTY 22 irreparable harm for which monetary damages would not be adequate compensation and agrees 23 that, in the event of such breach or threatened breach, COUNTY is entitled to see, equitable relief, 24 including a restraining order, injunctive relief, specific performance and any other relief that may 25 be available from any court, in addition to any other remedy to which COUNTY may be entitled at 26 law or in equity. Such remedies shall not be deemed to be exclusive but shall be in addition to all 27 other remedies available to COUNTY at law or in equity under this agreement. 28 -6-

CONTRACTOR shall indemnify and hold harmless COUNTY, its officers, C. 1 employees, and agents from and against any and all infringement of intellectual property, 2 including, but not limited to infringement of copyright, trademark, and trade dress. 3 Nothing express or implied in the provisions of this section 2.3 of this 4 D. agreement is intended to confer, nor shall anything in this section confer, upon any person other 5 than COUNTY or CONTRACTOR and their respective successors or assignees, any rights, 6 7 remedies obligations, or liabilities whatsoever. The respective rights and obligations of CONTRACTOR and COUNTY as 8 E. stated in this section 2.3 shall survive the termination of this agreement. 9 OBLIGATIONS OF THE COUNTY 10 3. 11 1) COUNTY Credit Card and Electronic Check Obligations A. With respect to all Chargebacks and returned electronic checks, the 12 COUNTY shall allow direct debiting of the COUNTY's Designated Account for the amount of 13 14 COUNTY Payments previously settled into the COUNTY Designated Account. B. Other than permitting CONTRACTOR to charge the Convenience Fees in 15 accordance with this Agreement, COUNTY will not impose any surcharge or penalty on 16 electronic check transactions made by Citizens under this Agreement. 17 C. If COUNTY requests a customized reporting format, COUNTY shall 18 provide CONTRACTOR with its desired reporting format sufficiently in advance of the 19 requested report delivery date. Customized reporting formats require CONTRACTOR's prior 20 21 written approval. D. COUNTY will not require, as a condition to making a COUNTY Payment, 22 that a Citizen agrees in any way to waive the Citizen's rights to dispute the transaction with the 23 Citizen's banking institution for legitimate reasons. 24 E. Subject to the restrictions of the section entitled "Intellectual Property," 25 COUNTY will publicize the Services to its Citizens at its own expense. These promotions shall 26 include publishing the relevant Uniform Resource Locator (URL) for the CONTRACTOR's 27 website and relevant telephone number (as applicable) on all taxpayer information printed 28 -7-

publications, citations and notices, and all related materials. COUNTY will obtain 1 2 CONTRACTOR's consent before publishing any materials that reference the CONTRACTOR, 3 and COUNTY agrees to incorporate all reasonable changes requested by CONTRACTOR into 4 any of the publicized material to ensure: 5 1. The correct usage of the CONTRACTOR trademarks and logos 11. 6 The accuracy of the content 7 III. Reasonably acceptable graphics and presentation 8 F. COUNTY shall not unreasonably withhold consent for CONTRACTOR to publish press releases or be a reference for HPS, subject to COUNTY review. 9 10 G. CONTRACTOR shall not unreasonably withhold its consent for COUNTY 11 to publish materials that reference CONTRACTOR. 12 H. COUNTY shall be solely responsible, at its own expense, for acquiring, 13 installing and maintaining all of its own equipment, software and data communication service, 14 which is not a part of the CONTRACTOR System. 15 I. For each COUNTY department that receives CONTRACTOR's services under this agreement, COUNTY must execute a separate Government and Education 16 Merchant Processing Agreement, in the form presented in Exhibit A to this agreement. From 17 time to time during the term of this agreement COUNTY shall execute and deliver to 18 19 CONTRACTOR a Government and Education Merchant Processing Agreement, in the form presented in Exhibit A, as necessary for any COUNTY department that receives 20 21 CONTRACTOR's services under this agreement, and any other certificates, instruments or documents as required by applicable laws and regulations in order to consummate the 22 transactions intended under this agreement. The Fresno County Auditor-Controller/Treasurer-23 Tax Collector is authorized to sign a Government and Education Merchant Processing 24 Agreement in the form presented in Exhibit A on behalf of COUNTY and to designate 25 authorized signers in that authorization agreement. COUNTY will maintain and comply with 26 applicable NACHA rules and regulations on behalf of itself, its employees, agents and Citizens. 27 2) COUNTY Credit/Debit Card Obligations 28 -8-

A. If required by the COUNTY's currently accepted credit card 1 organizations(Visa, MasterCard, Discover, American Express), COUNTY will enter into all 2 3 applicable merchant Card agreements and fully adhere to the rules, regulations and operating 4 procedures of the various Card organizations. 5 B. Other than permitting CONTRACTOR to charge the Convenience Fees in accordance with this Agreement, COUNTY will not impose any surcharge or other penalty on 6 7 Card transactions made by Citizens for COUNTY Payments. 8 C. If applicable, COUNTY will provide CONTRACTOR its desired reporting 9 formats sufficiently in advance of the desired report delivery date. 10 D. COUNTY will provide to CONTRACTOR all necessary documents and 11 correspondence in connection with chargeback transactions or other similar refund 12 transactions. 13 E. COUNTY will establish a reasonable policy to accommodate processing errors such as duplicate payments or disputes that are required in the normal course of 14 15 COUNTY's daily operations. F. COUNTY will not require, as a condition to making a COUNTY Payment 16 that a Cardholder agrees in any way to waive such person's rights to dispute the transaction 17 18 with the Card issuer for legitimate reasons. G. COUNTY will publicize the Services to its Citizens. These publications shall 19 include publishing the relevant telephone number and URL for the payment portal website on 20 21 all taxpayer information publications, citations and notices, as applicable, and all related 22 publications. H. COUNTY will obtain CONTRACTOR's consent prior to publishing any 23 materials that reference the Services and/or CONTRACTOR. 24 25 4. TERM This agreement is effective as of December 1, 2018, and terminates on November 30, 26 2021. This agreement may be extended for two additional consecutive 12-month periods upon 27 written approval of both parties no later than 30 days prior to the first day of the next 12-month 28 -91 extension period. The Fresno County Auditor-Controller/Treasurer-Tax Collector is authorized to 2 execute such written approval on behalf of the COUNTY based on the CONTRACTOR's 3 satisfactory performance.

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TERMINATION

Non-Allocation of Funds - The terms of this Agreement, and the services to Α. be provided hereunder, are contingent on the approval of funds by the appropriating government agency. Should sufficient funds not be allocated, the services provided may be modified, or this Agreement terminated, at any time by giving the CONTRACTOR thirty (30) days' advance written notice.

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Breach of Contract - The COUNTY may immediately suspend or terminate Β. this Agreement in whole or in part, where in the determination of the COUNTY there is:

> 1) An illegal or improper use of funds;

2) A failure to comply with any term of this Agreement;

A substantially incorrect or incomplete report submitted to the 3)

COUNTY;

4) Improperly performed service.

In no event shall any payment by the COUNTY constitute a waiver by the COUNTY of any breach of this Agreement or any default which may then exist on the part of the CONTRACTOR. Neither shall such payment impair or prejudice any remedy available to the COUNTY with respect to the breach or default. The COUNTY shall have the right to demand of the CONTRACTOR the repayment to the COUNTY of any funds disbursed to the CONTRACTOR under this Agreement, which were not expended in accordance with the terms of this Agreement. The CONTRACTOR shall promptly refund any such funds upon demand.

Without Cause - Under circumstances other than those set forth above, this 24 C. Agreement may be terminated by COUNTY upon the giving of sixty (60) days advance written 25 26 notice of an intention to terminate to CONTRACTOR.

If this agreement is terminated, regardless of cause, COUNTY agrees that 27 D. all obligations and liabilities of COUNTY with respect to any Payment Transactions presented prior 28 -10-

to the effective date of termination shall survive such termination. The provisions governing processing and settlement of Payment Transactions, all related adjustments, fees and other amounts due from COUNTY and the resolution of any related Chargebacks, will continue to apply after termination hereof until all such matters are fully resolved to the satisfaction of all parties.

6. <u>COMPENSATION/INVOICING</u>: COUNTY agrees to pay CONTRACTOR and CONTRACTOR agrees to receive compensation for services performed under this agreement as follows:

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1) Electronic Check Fees and Taxes

COUNTY shall pay to CONTRACTOR \$5.00 for each returned electronic check. CONTRACTOR may charge a \$1.50 Convenience Fee for each completed electronic check Payment Transaction made via IVR or online. The Convenience Fee is processed in addition to the corresponding COUNTY Payment. This is accomplished in two separate transactions. (This is required for the Convenience Fee to be shown on the consumer's statement as being paid to CONTRACTOR). The convenience fee will be charged to Citizens, except that COUNTY may decide to absorb the cost of transaction when it deems appropriate and allowed by Law and County policy. For the transaction costs the COUNTY opts to absorb, CONTRACTOR will, on a monthly basis, provide a detailed summary and invoice of prior month's transaction costs, and COUNTY will remit payment of invoices within forty-five (45) days of date of invoice to CONTRACTOR based on the following optional absorbed pricing:

A. In-person credit & debit card payments using CONTRACTOR'S Cashier Solution.

 CONTRACTOR will charge COUNTY a fee based on direct card brand Interchange Cost, Dues & Assessments plus \$0.12 per completed transaction and 12 basis points.

B. <u>Online credit & debit card and electronic check payment using</u> <u>CONTRACTOR'S proposed solution.</u>

 CONTRACTOR will charge COUNTY a fee based on direct card brand Interchange Cost, Dues & Assessments plus \$0.12 per completed -11-

1		transaction and 12 basis points.					
2	П.	CONTRACTOR will charge COUNTY a fee of \$0.75 for each completed					
3		electronic check payment.					
4	C. <u>IVR c</u>	redit & debit card and electronic check payment using CONTRACTOR'S					
5	propo	sed solution.					
6	l.	CONTRACTOR will charge COUNTY a fee based on direct card brand					
7		Interchange Cost, Dues & Assessments plus \$0.20 per completed					
8		transaction and 12 basis points.					
9	II.	CONTRACTOR will charge COUNTY a fee of \$0.85 for each completed					
10		electronic check payment.					
11	During the term of this	Agreement, CONTRACTOR may invoice COUNTY for any other					
12	amounts owed by COL	JNTY under this Agreement, including, but not limited to, chargebacks,					
13	deposit charges, refunds, Returned Transaction Fees, and ACH debits that previously overdrew						
14	the COUNTY Designated Account.						
15	2) <u>Credit/Debit Card Fees</u>						
16	CONTRACTOR will receive \$5.00 from COUNTY per Chargeback and/or retrieval.						
17	CONTRACTOR may charge Citizens a Convenience Fee for each Card transaction processed,						
18	to be collected in addition to the corresponding COUNTY Payment, except for any transaction						
19	costs to be paid by COUNTY as set forth by the optional absorbed pricing above.						
20	CONTRACTOR will red	ceive the following Convenience Fees:					
21	A.	Tax Payments					
22	I	. 2.25% per credit card transaction in addition to the tax amount paid					
23	for completed transacti	ons made in-person, online or via IVR.					
24	11	. \$3.29 per debit card transaction in addition to the tax amount paid					
25	for completed transacti	ons made in –person, online or via IVR.					
26	В.	Non-Tax Payments					
27	I	. 2.35% per debit/credit card transaction for in-person, IVR and online					
28	payments.	40					
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CONTRACTOR shall not charge COUNTY a fee in consideration for CONTRACTOR providing the Card Services to Citizens. Enhancements to the Services or additional services not provided for in this Agreement, and any related fees payable by COUNTY in connection with such enhanced or additional services, will be mutually agreed upon by CONTRACTOR and COUNTY by an amendment to this Agreement.

3) COUNTY Designated Account

Prior to any Payment Transaction, COUNTY will establish a COUNTY Designated Account and will provide CONTRACTOR with the electronic record specifications necessary for funds settlement and the posting of COUNTY Payment data related to payments. COUNTY shall maintain such account during the term of this Agreement and for at least 90 days after expiration or termination for any reason. COUNTY agrees to pay CONTRACTOR the amount it owes under this Agreement upon demand, together with all costs and expenses incurred to collect that amount, including reasonable attorney fees. The authority granted by this Section shall survive the termination of this Agreement until all transactions processed under this Agreement are settled or resolved.

4) CONTRACTOR shall submit monthly invoices to the Fresno County Auditor-Controller/Treasurer-Tax Collector. In no event shall compensation paid by COUNTY to
 CONTRACTOR under this Agreement be in excess of one hundred ten thousand dollars
 (\$110,000) annually during the term of this Agreement. It is understood that all expenses
 incidental to CONTRACTOR's performance of services under this Agreement shall be borne by
 CONTRACTOR

7. <u>INDEPENDENT CONTRACTOR</u>: In performance of the work, duties and obligations assumed by CONTRACTOR under this Agreement, it is mutually understood and agreed that CONTRACTOR, including any and all of the CONTRACTOR'S officers, agents, and employees will at all times be acting and performing as an independent contractor, and shall act in an independent capacity and not as an officer, agent, servant, employee, joint venturer, partner, or associate of the COUNTY. Furthermore, COUNTY shall have no right to control or supervise or direct the manner or method by which CONTRACTOR shall perform its work and function.

However, COUNTY shall retain the right to administer this Agreement so as to verify that CONTRACTOR is performing its obligations in accordance with the terms.

CONTRACTOR and COUNTY shall comply with all applicable provisions of law and the rules and regulations, if any, of governmental authorities having jurisdiction over matters the subject thereof.

Because of its status as an independent contractor, CONTRACTOR shall have absolutely no right to employment rights and benefits available to COUNTY employees. CONTRACTOR shall be solely liable and responsible for providing to, or on behalf of, its employees all legally-required employee benefits. In addition, CONTRACTOR shall be solely responsible and save COUNTY harmless from all matters relating to payment of CONTRACTOR'S employees, including compliance with Social Security withholding and all other regulations governing such matters. It is acknowledged that during the term of this Agreement, CONTRACTOR may be providing services to others unrelated to the COUNTY or to this Agreement.

8. <u>MODIFICATION</u>: Any matters of this Agreement may be modified from time to time by the written consent of all the parties without, in any way, affecting the remainder.

9. <u>NON-ASSIGNMENT</u>: Neither party shall assign, transfer or sub-contract this Agreement nor their rights or duties under this Agreement without the prior written consent of the other party.

10. <u>HOLD HARMLESS</u>: CONTRACTOR agrees to indemnify, save, hold harmless, and at COUNTY'S request, defend the COUNTY, its officers, agents, and employees from any and all costs and expenses (including attorney's fees and costs), damages, liabilities, claims, and losses occurring or resulting to COUNTY in connection with the performance, or failure to perform, by CONTRACTOR, its officers, agents, or employees under this Agreement, provided that any and all costs and expenses (including attorney's fees and costs), damages, liabilities, claims, and losses are the result of the negligence or misconduct of CONTRACTOR, its officers, directors or employees.

11. <u>LIMITATION OF LIABILITY</u>: In no event shall CONTRACTOR be liable for special, consequential, indirect, or exemplary damages, including lost profits, revenues, and business -14-

opportunities. Without limitation of the foregoing, CONTRACTOR shall not be liable to COUNTY
for delays in data transmission that occur after CONTRACTOR has attempted to transmit data
timely. CONTRACTOR makes no warranty whatsoever regarding Card authorizations, declines or
referral codes by Card organizations, and responses by Card organizations to requests for
authorization, processing or settlement. CONTRACTOR shall have no liability to COUNTY or any
other person for any indirect loss, liability or damage arising from its performance of this
Agreement. Without limitation of the foregoing, COUNTY acknowledges and agree that
CONTRACTOR has no liability or responsibility for the actions of any Card organization, Card
issuer or cardholder. The provisions of this paragraph shall survive termination of this agreement.

12. INSURANCE

Without limiting the COUNTY's right to obtain indemnification from CONTRACTOR or any third parties, CONTRACTOR, at its sole expense, shall maintain in full force and effect, the following insurance policies or a program of self-insurance, including but not limited to, an insurance pooling arrangement or Joint Powers Agreement (JPA) throughout the term of the Agreement:

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B.

Commercial General Liability

Commercial General Liability Insurance with limits of not less than Two Million Dollars (\$2,000,000.00) per occurrence and an annual aggregate of Four Million Dollars (\$4,000,000.00). This policy shall be issued on a per occurrence basis. COUNTY may require specific coverages including completed operations, products liability, contractual liability, Explosion-Collapse-Underground, fire legal liability or any other liability insurance deemed necessary because of the nature of this contract.

Automobile Liability

Comprehensive Automobile Liability Insurance with limits of not less than One Million Dollars (\$1,000,000.00) per accident for bodily injury and for property damages. Coverage should include any auto used in connection with this Agreement.

C. <u>Errors and Omissions</u>

Errors and Omissions insurance with limits of not less than Two Hundred -15-

Fifty Thousand Dollars (\$250,000.00) per occurrence, Five Hundred Thousand Dollars 2 (\$500,000.00) annual aggregate.

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D. Worker's Compensation

A policy of Worker's Compensation insurance as may be required by the California Labor Code.

E. Technology Professional Liability (Errors and Omissions)

Technology Professional Liability (Errors and Omissions) Insurance appropriate to the CONTRACTOR's profession, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall encompass all of the CONTRACTOR's obligation under this agreement including but not limited to claims involving Cyber Risks, as that term is defined below.

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F. Cyber Liability

Cyber Liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall include, but not be limited to, claims involving Cyber Risks, as that term is defined below. The cyber liability policy shall be endorsed to cover the full replacement value of damage to, alteration of, loss of, or destruction of intangible property (including but not limited to information or data) that is in the care, custody, or control of the Contractor.

For purposes of this agreement, "Cyber Risks" include but are not limited to (i) 19 violations of PCI DSS; (ii) security breaches that include disclosure of a Citizen's personal 20 identifying information to an unauthorized third party; (iii) invasion of privacy, including release of 21 Citizens' private information; (iv) information theft; (v) damage to or destruction or alteration of 22 electronic information; (vi) extortion related to CONTRACTOR's obligations under this agreement 23 regarding electronic information, including Citizens' personal identifying information and any 24 information covered by PCI DSS; (viii) data breach response costs, including security breach 25 response costs; (x) regulatory fines and penalties related to CONTRACTOR's obligations under 26 this agreement regarding electronic information, including Citizens' personal information and any information covered by PCI DSS.

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Additional Requirements Relating to Insurance

CONTRACTOR shall obtain endorsements to the Commercial General Liability insurance naming the County of Fresno, its officers, agents, and employees, individually and collectively, as additional insured, but only insofar as the operations under this Agreement are concerned. Such coverage for additional insured shall apply as primary insurance and any other insurance, or self-insurance, maintained by COUNTY, its officers, agents and employees shall be excess only and not contributing with insurance provided under CONTRACTOR's policies herein. This insurance shall not be cancelled or changed without a minimum of thirty (30) days advance written notice given to COUNTY.

CONTRACTOR hereby waives its right to recover from COUNTY, its officers, agents, and employees any amounts paid by the policy of worker's compensation insurance required by this Agreement. CONTRACTOR is solely responsible to obtain any endorsement to such policy that may be necessary to accomplish such waiver of subrogation, but CONTRACTOR's waiver of subrogation under this paragraph is effective whether or not CONTRACTOR obtains such an endorsement.

Within Thirty (30) days from the date CONTRACTOR signs and executes this Agreement, 16 CONTRACTOR shall provide certificates of insurance and endorsement as stated above for all of the foregoing policies, as required herein, to the County of Fresno, (Auditor-Controller/Treasurer-Tax Collector PO Box 1192, Fresno, CA 93715), stating that such insurance coverage have been obtained and are in full force; that the County of Fresno, its officers, agents and employees will not be responsible for any premiums on the policies; that such Commercial General Liability insurance names the County of Fresno, its officers, agents and employees, individually and collectively, as additional insured, but only insofar as the operations under this Agreement are concerned; that such coverage for additional insured shall apply as primary insurance and any other insurance, or self-insurance, maintained by COUNTY, its officers, agents and employees, shall be excess only and not contributing with insurance provided under CONTRACTOR's policies herein; and that this insurance shall not be cancelled or changed without a minimum of thirty (30) days advance, written notice given to COUNTY.

In the event CONTRACTOR fails to keep in effect at all times insurance coverage as herein provided, the COUNTY may, in addition to other remedies it may have, suspend or terminate this Agreement upon the occurrence of such event.

All policies shall be issued by admitted insurers licensed to do business in the State of California, and such insurance shall be purchased from companies possessing a current A.M. Best, Inc. rating of A FSC VII or better.

13. <u>AUDITS AND INSPECTIONS</u>: The CONTRACTOR shall at any time during business hours, upon not less than five (5) days' prior written notice, and as often as the COUNTY may deem reasonably necessary, make available to the COUNTY for examination all of its records and data with respect to the matters covered by this Agreement. The CONTRACTOR shall, upon request by the COUNTY, permit the COUNTY to audit and inspect all of such records and data necessary to ensure CONTRACTOR'S compliance with the terms of this Agreement.

If this Agreement exceeds ten thousand dollars (\$10,000.00), CONTRACTOR shall be subject to the examination and audit of the Auditor General for a period of three (3) years after final payment under contract (Government Code Section 8546.7).

14. <u>NOTICES</u>: The persons and their addresses having authority to give and receive notices under this Agreement include the following:

<u>COUNTY</u> COUNTY OF FRESNO Auditor-Controller/Treasurer-Tax Collector PO Box 1192 Fresno, CA 93715-1192 <u>CONTRACTOR</u> Heartland Payment Systems, LLC Legal Department

3550 Lenox Road, Suite 3000 Atlanta, GA 30326

All notices between the COUNTY and CONTRACTOR provided for or permitted under this Agreement must be in writing and delivered either by personal service, by first-class United States mail, by an overnight commercial courier service, or by telephonic facsimile transmission. A notice delivered by personal service is effective upon service to the recipient. A notice delivered by firstclass United States mail is effective three COUNTY business days after deposit in the United States mail, postage prepaid, addressed to the recipient. A notice delivered by an overnight commercial courier service is effective one COUNTY business day after deposit with the overnight

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commercial courier service, delivery fees prepaid, with delivery instructions given for next day 1 2 delivery, addressed to the recipient. A notice delivered by telephonic facsimile is effective when 3 transmission to the recipient is completed (but, if such transmission is completed outside of 4 COUNTY business hours, then such delivery shall be deemed to be effective at the next 5 beginning of a COUNTY business day), provided that the sender maintains a machine record of 6 the completed transmission. For all claims arising out of or related to this Agreement, nothing in 7 this section establishes, waives, or modifies any claims presentation requirements or procedures provided by law, including but not limited to the Government Claims Act (Division 3.6 of Title 1 of 8 9 the Government Code, beginning with section 810).

10 15. GOVERNING LAW: Venue for any action arising out of or related to this Agreement 11 shall only be in Fresno County, California.

The rights and obligations of the parties and all interpretation and performance of this 12 13 Agreement shall be governed in all respects by the laws of the State of California.

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DISCLOSURE OF SELF-DEALING TRANSACTIONS

This provision is only applicable if the CONTRACTOR is operating as a corporation (a for-profit or non-profit corporation) or if during the term of the agreement, the CONTRACTOR changes its status to operate as a corporation.

Members of the CONTRACTOR's Board of Directors shall disclose any self-dealing 18 19 transactions that they are a party to while CONTRACTOR is providing goods or performing services under this agreement. A self-dealing transaction shall mean a transaction to which the 20 CONTRACTOR is a party and in which one or more of its directors has a material financial interest. Members of the Board of Directors shall disclose any self-dealing transactions that 22 they are a party to by completing and signing a Self-Dealing Transaction Disclosure Form, 23 attached hereto as Exhibit B and incorporated herein by reference, and submitting it to the 24 COUNTY prior to commencing with the self-dealing transaction or immediately thereafter. 25

ENTIRE AGREEMENT: This Agreement constitutes the entire agreement between 26 17. the CONTRACTOR and COUNTY with respect to the subject matter hereof and supersedes all 27 previous Agreement negotiations, proposals, commitments, writings, advertisements, publications, 28

-19-

1	and understanding of any nature whatsoever unless expressly included in this Agreement.
2	[SIGNATURE PAGE FOLLOWS]
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	-20-

1	IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day						
2	and year first hereinabove written.						
3							
4	CONTRACTOR	COUNTY OF FRESNO					
5	David & green wexpress	Sue zuintero					
6	(Authorized Signature)	Sal Quintero, Chairperson of the Board of Supervisors of the County of					
7	PRIVID L. GREEN, CORPORATE Print Name & Title SECRETARY	Fresno					
8	3550 LENOX ROAD NE # 3000						
9							
10	ATLANTA, 6A 30326 Mailing Address	ATTEST:					
11		Bernice E. Seidel Clerk of the Board of Supervisors					
12		County of Fresno, State of California					
13							
14							
15	Bur	Susan Bishop					
16		Deputy					
17	FOR ACCOUNTING USE ONLY:						
18	ORG No.: 2540- 0410 Account No.: 7295						
19	Requisition No.:						
20							
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Heartland

GOVERNMENT AND EDUCATION MERCHANT PROCESSING AGREEMENT

□ Card Only □ ACH Only □ Dual

HEARTLAND CC	NTACT IN	FORMAT	ION						
RM: DON LEW	IS		Pho	one:	<u>7</u> 27-224-1439		Fax:		
Affiliate/Partner ID	:		Affili	ate Name:			Current	MID:	
COMPANY INFO	RMATION								
Merchant DBA Nar	me:				D	BA Phone	e#:		
Address:					#	Locations	s: _		
City:				State:	Z	ίp:			
CS Phone #:					F	ax #:			
Primary Contact Na	me:				P	hone #:			
Authorized to Purch	nase: 🗌 Ye	s 🗌 No							
Secondary Contact	Name:				P	hone #:			
Authorized to Purch	nase: 🗌 Ye	s 🗌 No							
Email Address:		foControl Adm	nin Lloor E	mail Address)					
				,		ast Name			
Website Address:							·		
Legal Name:						F(ederal Tax	ID / FIN·	
_ogai itaiioi	(Please Com	plete – Must c	orrespond	d with IRS Filir	ng Name)			pond with Legal Nam	ie)
Address:							Phone	e #:	
City:				State:			Zip:		
CARD FEE SCH	EDULE								
Service Requested	Discount Rate	Discount Per Item	Trans Fee Dia	Trans I Fee IP	Annual Volume	e: \$		Average Ticket:	: \$
Visa	%	\$	\$	\$	Annual Volume	γ. ψ		Average Hoket	. Ψ
MasterCard	%	\$	\$	\$	Service Fee (Pass Through/Single Transaction)				
Discover/JCB	%	\$	\$	\$					
PayPal	%	\$	\$	\$					
PIN Debit*			\$	\$	*Plus Applicable	e Debit N	etwork Fee)S	
TSYS Authorization			\$	\$					
					Annual Volume	e: \$		Average Ticket:	\$
American Express	%	\$	\$	\$		nnual Pro	cessing Vo	olume > \$1 Million m	nust go Direct
					OptBlue	eceivina m	harketing m	naterial from Amer	ican Express
American Express			Americ	an Express		5001Vilig II		Franchise	
Merchant #:			Franch	ise Name:				CAP #:	
RECURRING FEI	ES								
Chargeback Fee:	\$	Bollett	a Fee:	\$	Voice Auth	h Fee:	\$0.65		8.50
INTERCHANGE	QUALIFIC	ATION		CARD AC	CEPTANCE	DEPOS	Т МЕТНО		NT
MOTO/Internet						Standa		Monthly	
Retail Small Ticket								Daily Net	
SALES METHOD CARD PROCESSING METHOD									
On Premise Face to Face Sales %				Mail Order Sales %			Card Swip		%
Off Premise Face to Face Sales %				Real-Time Internet %			Keyed / Ca	ard Not Present	%
Inbound Telephone Order Sales %				Internet (key				Total	= 100%
Outbound Telephor	ne Order Sa	iles %	6	Recurring Billing %					
					Total =	100%			
What percentage of	or your Bar	ikcard volu	me is fut	ture deliver	y 00 %				

Exhibit A

Enable ACH Account Verif	ication: 🛛 Yes	s ∏No	Please provide the expected ACH data below.		
Fee Type Dollar Percentage		Percentage	Annual ACH Volume	\$	
Transaction Fee	\$	%	Average ACH Ticket Amount	\$	
□ Service Fee \$ % ⊠ Return Item Fee \$5.00		%	Average Number of ACH Transaction per Month		
			High ACH Ticket Amount	\$	
Re-presentment Fee* \$2.00			High Ticket Frequency		
*Re-presentment (Limitation of 2 per NACHA guidelines)			Max ACH Limit	\$	

Note: For High Ticket Transactions, an additional 15bp will be assessed on the amount above \$10,000.

ACH PROCESSING METHOD					
Note: Must equal 100%	Single ACH Debit	Recurring ACH Debit	Credit		
CCD (Corporate Credit or Debit)	%	%	%		
PPD (Prearranged Payment and Deposit)	%	%	%		
TEL (Telephone)	%				
WEB	%	%	%		
ACH Debit (PPD/CCD/WEB)	ACH Conversion – Certification Required (BOC/ARC/POP)				
ACH TEL (IVR / Other TEL Entry Types*)	Terminal Type:				
Vendor: Heartland Third Party: *Merchant can accept ACH payments via Cashier/Virtual	Check Reader/Imager:				
terminal; however, call must be recorded and be available	Virtual Terminal:				
as proof of authorization.	Number of Terminals:				

ACH DESCRIPTOR

Phone number as it will appear on customer statements:

Company name as it will appear on customer bank statements (Max 16 Characters):

AUTHORIZATION METHOD (Not applicable to ACH Conversion)

Which authorization procedure does Merchant utilize to confirm customers consent to an ACH Debit:

□ Signed written authorization from customer (Does not apply to Web)

Heartland provides Authorization Form Template

Merchant created Authorization Form

□ Web Authorization (Applies to Web only)

Customer provides electronic signature Customer logs in a username and password

□ Recorded Verbal Authorization (Tel Only)

Heartland provided script Merchant created script

If utilizing Recorded Verbal Authorization; check one of the following:

□ Hosted secure IVR (Automated or Live Agent) recording services offered by Heartland □ Merchant has existing recording service to capture verbal customer authorizations

How are recordings stored:

Via website URL:

□ Via phone: #:

REQUIRED: When Merchant utilizes their own Authorization Script this must be submitted with ACH Application.

Fyhihit A

Type of Business: 🛛 Pu	blic	Private	Date Business S	Started:1894	Business	is Conducte : 100% Consumer
Type of Ownership: 🗌 C	Corporat	tion 🗌 Gove	ernment X Mun	icipalities	Are web ba	ased sales p rocessed by HPS: Yes
/hat Products and / or	service	es do you pro	vide:			
s there a peak week / c	late in t	the month for	r processing rec	urring transactions:	(i.e., 1 st an	id 15th): n/a
Define your Refund Polic	y:Duplio	cate payments	s and payments r	made in error only.		
PCI Compliance						
s your business PCI	Comp	oliant: 🔳 Ye	es 🗌 No			
Does your company	utilize	a Data Stor	age Entity or N		that has a	ccess to card member data
i.e., Payment gateway						
f yes, provide the nam						
						the transaction has been
						ull cardholder's data, then you blication the POS software must
						e. If you use a payment gateway,
hey must be PCI DSS						, in jet tet a pajnon guoway,
	-					
As required under the ollowing:	Payme	ent Card Indu	istry Data Secu	rity Standard (PCI E	DSS), I do	hereby declare and confirm the
	ain full	PCI DSS co	mnliance at all t	imes and will notify	Heartland	when it changes its point of sale
software, system, a				No \square N/A	ricardana	when it changes its point of sale
Do your transaction	s proce	ess through		Parties (i.e. web ho	sting com	panies, gateways, corporate
office): 🗵 Yes 🗌		N/A				
utilized: X Yes		ices of a PCI	SSC Qualified	Integrator Reseller	(QIR) whe	n POS payment applications are
The signing mercha			experienced ar	account data com	promise.*:	
☐ Yes ⊠ No □	N/A [I have nev	ver accepted pa	yment cards.)	-	
If yes, what was the o						ation is required with the Application
						f encrypted) after the transaction
has been authorized Merchant utilizes ar				No N/A	payment	cards.)
*An Account Data Con	npromi	se is any inc	ident that result	s in unauthorized a	ccess to pa	ayment card data and/or
Sensitive Authentication						
					tion Values	s, complete Magnetic Stripe
Data, PINs, and PIN b	IOCKS) 1	that is used t	o autnenticate o	cardnoiders.		
Please note that if you	have i	ndicated tha	t vour organizat	ion has experience	d an accoi	unt data compromise in the past,
						A compromise of cardholder data
rom your location(s) m	hay res	sult in the iss	uance of fines a	ind/or penalties by t	the card br	rand, for which you will be
esponsible under you	r Mercl	hant Agreem	ent, notwithstar	nding this Complian	ce Statem	ent.
t is imperative that v	ou not	tifv Heartlan	d immediatelv	should the inform	ation on t	his Compliance Statement
change.						
STATEMENT OPTION						
Statement Type:	\times Sta			Mail Options: Lee	-	
Mail Statements To:	🗡 Sup	opress Statem	ents Legal	Electronic Options*	너 Email	Fax (*Select mail option as backup)

All Electronic Communications (Including ACH Returns):

AUTHORIZED SIGNER(S) INFORMATION							
(1) Authorized Signer Name:	Title:						
SSN:n/a	Driver's License #:n/a						
Home Address n/a	ST:n/a Zip:n/a						
(2) Authorized Signer Name:		Title:					
SSN:n/a	DOB:n/a	Driver's License #:n/a					
Home Address: ^{n/a}	City:n/a	ST:n/a Zip:					
Note: If there are more than two Ov Page for Merchant Processing Agr		complete the "Additional Owner/Officer Information					
standing and that the business na Payment Systems Merchant Appl checking/savings/GL Account. Th	ies that any verification of business p ime on the account is the same as th ication. Merchant hereby authorizes his authority shall remain in full force	provided is for a business account in good the business name on the enclosed Heartland Acquirer to debit and credit Merchant's until (a) Acquirer has received written notification Acquirer under this Agreement have been paid in					
Depository Bank Name:		Phone #:					
City:		ST: Zip:					
CARD	TRANSIT ROUTER / ABA NUMBE	ER (9 digits) ACCOUNT NUMBER (14 digits)					
ACCOUNT TYPE (check one)	🛛 Checking 🔲 Savings						
FUNDS TRANSFER METHOD	X Deposits ☐ Fees ☐ Both	Name as it appears on Account:					
	TRANSIT ROUTER / ABA NUMB	ER (9 digits) ACCO UNT NUMBER (14 digits)					
ACCOUNT TYPE (check one)	Checking Savings						
FUNDS TRANSFER METHOD	Deposits Fees × Both	Name as it appears on Account:					
ACH	TRANSIT ROUTER / ABA NUMB						
ACCOUNT TYPE (check one)	Checking Savings						
FUNDS TRANSFER METHOD	Deposits Fees Both	Name as it appears on Account:					
	TRANSIT ROUTER / ABA NUMBI	ER (9 digits) ACCO UNT NUMBER (14 digits)					
ACCOUNT TYPE (check one)	Checking Savings						
FUNDS TRANSFER METHOD	Deposits Fees Both	Name as it appears on Account:					
	ERTIFICATION and CONSUMER R						
	ptcy, had Judgments or Liens wit						
Merchant authorizes Acquirer, reporting agency employed by Acquirer, or any agents thereof, to investigate the references, statements or data provided by Merchant or the undersigned for purposes of all matters generally connected to this business relationship. I further certify that I have received, read, understand and agree to the Merchant Processing Agreement Terms and Conditions which together with this application shall constitute the agreement(s) between the parties. I further certify that this business or any Owner/Officer/Authorized Signer has never been terminated by any Card Brand.							
X							
(1) Authorized Signer Signature	Print Name & Title	Date					
X							
(2) Authorized Signer Signature	Print Name & Title	Date					
THE TERM OF THIS AGREEMENT IS 60 MONTHS 01/23/18							

SELF-DEALING TRANSACTION DISCLOSURE FORM

In order to conduct business with the County of Fresno (hereinafter referred to as "County"), members of a contractor's board of directors (hereinafter referred to as "County Contractor"), must disclose any self-dealing transactions that they are a party to while providing goods, performing services, or both for the County. A self-dealing transaction is defined below:

"A self-dealing transaction means a transaction to which the corporation is a party and in which one or more of its directors has a material financial interest"

The definition above will be utilized for purposes of completing this disclosure form.

INSTRUCTIONS

- (1) Enter board member's name, job title (if applicable), and date this disclosure is being made.
- (2) Enter the board member's company/agency name and address.
- (3) Describe in detail the nature of the self-dealing transaction that is being disclosed to the County. At a minimum, include a description of the following:
 - a. The name of the agency/company with which the corporation has the transaction; and
 - b. The nature of the material financial interest in the Corporation's transaction that the board member has.
- (4) Describe in detail why the self-dealing transaction is appropriate based on applicable provisions of the Corporations Code.
- (5) Form must be signed by the board member that is involved in the self-dealing transaction described in Sections (3) and (4).

(1) Company Board Member Information:										
Name:		Date:								
Job Title:										
(2) Compan	(2) Company/Agency Name and Address:									
(2) 2: 1										
(3) Disclosu	re (Please describe the nature of the self-dea	ling transact	tion you are a party to):							
(4) Explain y	why this self-dealing transaction is consistent	with the re	guirements of Corporations Code 5233 (a):							
(.) =	(4) Explain why this self-dealing transaction is consistent with the requirements of Corporations Code 5233 (a):									
(5) Authoriz	ed Signature									
Signature:		Date:								