

Region 4 Education Service Center (ESC)

Contract # R190102

for

Online Registration and Automated Payment Solutions

with

Fairfax Imaging

Effective: January 1, 2019

The following documents comprise the executed contract between the Region 4 Education Service Center and Fairfax Imaging, effective January 1, 2019:

- I. Appendix A; Vendor Contract
- II. Offer and Contract Signature Form
- III. Supplier's Response to the RFP, incorporated by reference

Fairfax Imaging Response:

Fairfax Imaging has taken no exceptions to the Appendix A

APPENDIX A

CONTRACT

This Contract ("Contract") is made as of December 11, 2018 by and between Fairfax Imaging ("Contractor") and Region 4 Education Service Center ("Region 4 ESC") for the purchase of Online Registration and Automated Payment Solutions ("the products and services").

RECITALS

WHEREAS, Region 4 ESC issued Request for Proposals number 19-01 for Online Registration and Automated Payment Solutions ("RFP"), to which Contractor provided a response ("Proposal"); and

WHEREAS, Region 4 ESC selected Contractor's Proposal and wishes to engage Contractor in providing the services/materials described in the RFP and Proposal;

WHEREAS, both parties agree and understand the following pages will constitute the Contract between the Contractor and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Contractor included, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations are incorporated into the Contract.

WHEREAS, this Contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Contract will provide that any state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies") may purchase products and services at prices indicated in the Contract upon the Public Agency's registration with National IPA.

- 1) Term of agreement. The Contract is for a period of two (2) years. Region 4 ESC shall have the right to renew the Contract for three (3) additional one-year periods or portions thereof. Region 4 ESC shall review the Contract prior to the renewal date and notify the Contractor of Region 4 ESC's intent to renew the Contract. Contractor may elect not to renew by providing three hundred sixty-five days' notice to Region 4 ESC.
- 2) Scope: Contractor shall perform all duties, responsibilities and obligations, set forth in this

agreement, and described in the RFP, incorporated herein by reference as though fully set forth herein.

- 3) Form of Contract. The form of Contract shall be the RFP, the Offeror's proposal and Best and Final Offer(s).
- 4) Order of Precedence. In the event of a conflict in the provisions of the Contract as accepted by Region 4 ESC, the following order of precedence shall prevail:
 - i. This Contract
 - ii. Offeror's Best and Final Offer
 - iii. Offeror's proposal
 - iv. RFP and any addenda
- 5) Commencement of Work. The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives a purchase order for such work or is otherwise directed to do so in writing by Region 4 ESC.
- 6) Entire Agreement (Parol evidence). The Contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.
- 7) Assignment of Contract. No assignment of Contract may be made without the prior written approval of Region 4 ESC. Contractor is required to notify Region 4 ESC when any material change in operations is made (i.e. bankruptcy, change of ownership, merger, etc.).
- 8) Novation. If Contractor sells or transfers all assets or the entire portion of the assets used to perform this Contract, a successor in interest must guarantee to perform all obligations under this Contract. Region 4 ESC reserves the right to accept or reject any new party. A change of name agreement will not change the contractual obligations of Contractor.
- 9) Contract Alterations. No alterations to the terms of this Contract shall be valid or binding unless authorized and signed by Region 4 ESC.
- 10) Adding Authorized Distributors/Dealers. Contractor is prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under the Contract without notification and prior written approval from Region 4 ESC. Contractor must notify Region 4 ESC each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can only be made to the Contractor unless otherwise approved by Region 4 ESC. Pricing provided to members by added distributors or dealers must also be less than or equal to the Contractor's pricing.
- 11) TERMINATION OF CONTRACT
 - a) Cancellation for Non-Performance or Contractor Deficiency. Region 4 ESC may terminate the Contract if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this Contract due to failure by Contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to Contractor for acting or failing to act in any of the following:
 - i. Providing material that does not meet the specifications of the Contract;

- ii. Providing work or material was not awarded under the Contract;
- iii. Failing to adequately perform the services set forth in the scope of work and specifications;
- iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
- v. Failing to make progress in performance of the Contract or giving Region 4 ESC reason to believe Contractor will not or cannot perform the requirements of the Contract; or
- vi. Performing work or providing services under the Contract prior to receiving an authorized purchase order.

Upon receipt of a written deficiency notice, Contractor shall have ten (10) days to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in Contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by Contractor under the Contract shall immediately become the property of Region 4 ESC.

- b) Termination for Cause. If, for any reason, Contractor fails to fulfill its obligation in a timely manner, or Contractor violates any of the covenants, agreements, or stipulations of this Contract Region 4 ESC reserves the right to terminate the Contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the Contractor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by Contractor will become the property of the Region 4 ESC. If such event does occur, Contractor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.
- c) Delivery/Service Failures. Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the Contract to be terminated. In the event Region 4 ESC must purchase in an open market, Contractor agrees to reimburse Region 4 ESC, within a reasonable time period, for all expenses incurred.
- d) Force Majeure. If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

- e) Standard Cancellation. Region 4 ESC may cancel this Contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.
- 12) Licenses. Contractor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by Contractor. Contractor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the Contract. Region 4 ESC reserves the right to stop work and/or cancel the Contract if Contractor's license(s) expire, lapse, are suspended or terminated.
- 13) Survival Clause. All applicable software license agreements, warranties or service agreements that are entered into between Contractor and Region 4 ESC under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Contractor shall survive expiration or termination of the Contract.
- 14) Delivery. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period the Contractor must receive authorization for the delayed delivery. The order may be canceled if the estimated shipping time is not acceptable. All deliveries shall be freight prepaid, F.O.B. Destination and shall be included in all pricing offered unless otherwise clearly stated in writing.
- 15) Inspection & Acceptance. If defective or incorrect material is delivered, Region 4 ESC may make the determination to return the material to the Contractor at no cost to Region 4 ESC. The Contractor agrees to pay all shipping costs for the return shipment. Contractor shall be responsible for arranging the return of the defective or incorrect material.
- 16) Payments. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.
- 17) Price Adjustments. Should it become necessary or proper during the term of this Contract to make any change in design or any alterations that will increase price, Region 4 ESC must be notified immediately. Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the Contract shall be paid without prior approval. All price increases must be supported by manufacturer documentation, or a formal cost justification letter. Contractor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC. It is the Contractor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was provided and accepted in the Contractor's proposal.
- Price reductions may be offered at any time during Contract. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all users equally; 2) reduction is for a specific period, normally not less than thirty (30) days; and 3) original price is not exceeded after the time-limit. Contractor shall offer Region 4 ESC any published price reduction during the Contract term.
- 18) Audit Rights. Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC

reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC.

- 19) Discontinued Products. If a product or model is discontinued by the manufacturer, Contractor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.
- 20) New Products/Services. New products and/or services that meet the scope of work may be added to the Contract. Pricing shall be equivalent to the percentage discount for other products. Contractor may replace or add product lines if the line is replacing or supplementing products, is equal or superior to the original products, is discounted similarly or greater than the original discount, and if the products meet the requirements of the Contract. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.
- 21) Options. Optional equipment for products under Contract may be added to the Contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 22) Warranty Conditions. All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 23) Site Cleanup. Contractor shall clean up and remove all debris and rubbish resulting from their work as required or directed. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean, safe and unobstructed condition.
- 24) Site Preparation. Contractor shall not begin a project for which the site has not been prepared, unless Contractor does the preparation work at no cost, or until Region 4 ESC includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 25) Registered Sex Offender Restrictions. For work to be performed at schools, Contractor agrees no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Contractor agrees a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at Region 4 ESC's discretion.

Contractor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

- 26) Safety measures. Contractor shall take all reasonable precautions for the safety of employees on the worksite and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Contractor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.
- 27) Smoking. Persons working under the Contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.
- 28) Stored materials. Upon prior written agreement between the Contractor and Region 4 ESC, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Region 4 ESC prior to payment. Such materials must be stored and protected in a secure location and be insured for their full value by the Contractor against loss and damage. Contractor agrees to provide proof of coverage and additionally insured upon request. Additionally, if stored offsite, the materials must also be clearly identified as property of Region 4 ESC and be separated from other materials. Region 4 ESC must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary. Until final acceptance by Region 4 ESC, it shall be the Contractor's responsibility to protect all materials and equipment. Contractor warrants and guarantees that title for all work, materials and equipment shall pass to Region 4 ESC upon final acceptance.
- 29) Funding Out Clause. A Contract for the acquisition, including lease, of real or personal property is a commitment of Region 4 ESC's current revenue only. Region 4 ESC retains the right to terminate the Contract at the expiration of each budget period during the term of the Contract and is conditioned on a best effort attempt by Region 4 ESC to obtain appropriate funds for payment of the contract.
- 30) Indemnity. Contractor shall protect, indemnify, and hold harmless both Region 4 ESC and its administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the Contractor, Contractor employees or subcontractors in the preparation of the solicitation and the later execution of the Contract. Any litigation involving either Region 4 ESC, its administrators and employees and agents will be in Harris County, Texas.
- 31) Marketing. Contractor agrees to allow Region 4 ESC to use their name and logo within website, marketing materials and advertisement. Any use of Region 4 ESC name and logo or any form of publicity, inclusive of press releases, regarding this Contract by Contractor must have prior approval from Region 4 ESC.
- 32) Certificates of Insurance. Certificates of insurance shall be delivered to the Region 4 ESC prior to commencement of work. The Contractor shall give Region 4 ESC a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The Contractor shall require all subcontractors performing any work to maintain coverage as specified.
- 33) Legal Obligations. It is Contractor's responsibility to be aware of and comply with all local,

state, and federal laws governing the sale of products/services and shall comply with all laws while fulfilling the Contract. Applicable laws and regulation must be followed even if not specifically identified herein.

OFFER AND CONTRACT SIGNATURE FORM

The undersigned hereby offers and, if awarded, agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing.

Company Name FAIRFAX IMAGING
Address 2005 PAN AM CIRCLE SUITE 110
City/State/Zip TAMPA, FL 33607
Telephone No. 703-802-1290
Email Address mminter@ffximg.com
Printed Name MICHAEL MINTER
Title VP, SALES & MARKETING
Authorized signature Michael D Minter

Accepted by Region 4 ESC:

Contract No. B190102

Initial Contract Term January 1, 2019 to December 31, 2021

Faye B. Bryant
Region 4 ESC Authorized Board Member

12/11/18
Date

Faye B. Bryant
Print Name

Carmen J. Moreno
Region 4 ESC Authorized Board Member

12/11/18
Date

Carmen T. Moreno
Print Name

Appendix B

TERMS & CONDITIONS ACCEPTANCE FORM

Signature on the Offer and Contract Signature form certifies complete acceptance of the terms and conditions in this solicitation and draft Contract except as noted below with proposed substitute language (additional pages may be attached, if necessary). The provisions of the RFP cannot be modified without the express written approval of Region 4 ESC. If a proposal is returned with modifications to the draft Contract provisions that are not expressly approved in writing by Region 4 ESC, the Contract provisions contained in the RFP shall prevail.

Check one of the following responses:

Offeror takes no exceptions to the terms and conditions of the RFP and draft Contract.

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

Offeror takes the following exceptions to the RFP and draft Contract. All exceptions must be clearly explained, reference the corresponding term to which Offeror is taking exception and clearly state any proposed modified language, proposed additional terms to the RFP and draft Contract must be included:

(Note: Unacceptable exceptions may remove Offeror's proposal from consideration for award. Region 4 ESC shall be the sole judge on the acceptance of exceptions and modifications and the decision shall be final.)

Section/Page	Term, Condition, or Specification	Exception/Proposed Modification	Accepted (For Region 4 ESC's use)

2. Offeror's proposal should, at a minimum, include the following for Region 4 ESC's evaluation:

a) Products/Pricing

- i. Offerors shall provide pricing based on a discount from a manufacturer's price list or catalog, or fixed price, or a combination of both with indefinite quantities. Prices listed will be used to establish the extent of a manufacturer's product lines, services, warranties, etc. that are available from Offeror and the pricing per item. Multiple percentage discounts are acceptable if, where different percentage discounts apply, they different percentages are specified. Additional pricing and/or discounts may be included. Products and services proposed are to be priced separately with all ineligible items identified. Offerors may elect to limit their proposals to any category or categories.

Fairfax Imaging Response:

We have provided a fixed price for the items proposed. Our pricing model includes pricing for base line items, along with *Quick Pay* and *Quick Cashier*. It should be noted that this pricing may be adjusted to a transaction rate if desired by the client.

Module Product Code (MPC)	Module Product Name	Product Description	List Price	Annual Maintenance
QM5.0-FGM-200	Quick Check21 File Generator Module	Generate the required X9.37 file, transmit the file to your bank, verify bank receipt, and update the status of the transmitted file. Also, Quick Check21 provides reporting capability and allows you to repair rejected items in a submitted file.	\$ 17,500	\$ 3,150
QM5.0-SVR-500	Quick Modules Server 5.0	Base system framework includes services LicenseManager, ConfigurationManager, SecurityManager, LogManager, AuditManager, ServiceStateMonitor and Q/WFInput. Includes a single user license for Quick Workflow Monitor, QMS and Systems Tool.	\$ 35,000	\$ 6,300
QM5.0-PUR-532	Quick Purge	Provides removal of work in progress image and token files to maintain health of system.	\$ 4,000	\$ 720
QM5.0-RPT-540	Quick Reports	Includes statistics services application running on base framework/server. Provides statistical reporting only for 22 reports as listed in Quick Reports manual.	\$ 9,500	\$ 1,710
QM5.0-PAY-570	Quick Pay	Electronic Payment Portal	\$ 48,195	\$ 8,675
QM5.0-CSH-751	Quick Cashier	Over the Counter Payment	\$ 48,195	\$ 8,675

Fairfax Imaging's professional services are billed based upon our standard GSA schedule:

Contract Number: GS-35F-339GA

Period Covered by Contract: March 30, 2017 – March 29, 2022

Rates:

Labor Category	Standard Hourly Rate
Project Manager	\$156.36
Business Analyst	\$146.59
System Engineer	\$146.59
Trainer	\$131.93

ii. Include an electronic copy of the catalog from which discount, or fixed price, is calculated. Electronic price lists must contain the following: *(if applicable)*

- Manufacturer part #
- Offeror's Part # (if different from manufacturer part #)
- Description
- Manufacturers Suggested List Price and Net Price
- Net price to Region 4 ESC (including freight)

Media submitted for price list must include the Offerors' company name, name of the solicitation, and date on a Flash Drive (i.e. Pin or Jump Drives).

Fairfax Imaging Response:

We have provided an electronic copy of the catalogue from which the fixed price was calculated.

iii. Is pricing available for all products and services?

Fairfax Imaging Response:

Yes, pricing is available for all products and services proposed.

iv. Describe any shipping charges.

Fairfax Imaging Response:

There are no shipping charges applicable. All software would be provided electronically.

v. Provide pricing for warranties on all products and services.

Fairfax Imaging Response:

The products offered have a ninety (90) day warranty as part of their purchase pricing.

vi. Describe any return and restocking fees.

Fairfax Imaging Response:

There are no return or restocking fees.

- vii. Describe any additional discounts or rebates available. Additional discounts or rebates may be offered for large quantity orders, single ship to location, growth, annual spend, guaranteed quantity, etc.

Fairfax Imaging Response:

No additional discounts or rebates are available.

- viii. Describe how customers verify they are receiving Contract pricing.

Fairfax Imaging Response:

All invoicing to the client will reference the contract pricing.

- ix. Describe payment methods offered.

Fairfax Imaging Response:

Payment can be made via electronic ACH or via check.

- x. Propose the frequency of updates to the Offeror's pricing structure. Describe any proposed indices to guide price adjustments. If offering a catalog contract with discounts by category, while changes in individual pricing may change, the category discounts should not change over the term of the Contract.

Fairfax Imaging Response:

Pricing updates are generally made on an annual basis.

- xi. Describe how future product introductions will be priced and align with Contract pricing proposed.

Fairfax Imaging Response:

All future product introductions will be priced and aligned with the Contract pricing stated herein.

- xii. Provide any additional information relevant to this section.

Not to Exceed Pricing. Region 4 ESC requests pricing be submitted as not to exceed pricing. Unlike fixed pricing, the Contractor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted. Contractor must allow for lower pricing to be available for similar product and service purchases. Cost plus pricing as a primary pricing structure is not acceptable.

Fairfax Imaging Response:

The fixed pricing submitted is a not to exceed rate for each of the products offered.

2. Offeror's proposal should, at a minimum, include the following for Region 4 ESC's evaluation:

b) Performance Capability

- i. Include a detailed response to Appendix D, Exhibit A, National IPA Response for National Cooperative contract. Responses should highlight experience, demonstrate a strong national presence, describe how Offeror will educate its national sales force about the Contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to National IPA.

Fairfax Imaging Response:

Fairfax Imaging has provided a response to Appendix D, Exhibit A, National IPA Response in Tab 7 of this RFP Response.

- ii. The successful Offeror will be required to sign Attachment A, Exhibit B, National IPA Administration Agreement prior to Contract award. Offerors should have any reviews required to sign the document prior to submitting a response. Offeror's response should include any proposed exceptions to the National IPA Administration Agreement on Appendix B, Terms and Conditions Acceptance Form.

Fairfax Imaging Response:

Fairfax Imaging has taken no exceptions to the Attachment A, Exhibit B, National IPA Administration Agreement. Upon contract award, Fairfax Imaging will sign the Attachment A.

- iii. Describe how Offeror responds to emergency orders.

Fairfax Imaging Response:

Fairfax Imaging can respond to emergency requests as received based upon the customer's needs and the scope of the tasks requested.

- iv. What is Offeror's average Fill Rate?

Fairfax Imaging Response:

Fairfax Imaging has been able to meet/address all of its commitments for orders received.

- v. What is Offeror's average on time delivery rate? Describe Offeror's history of meeting the shipping and delivery timelines.

Fairfax Imaging Response:

Fairfax Imaging as a premier software provider consistently meets its delivery and implementation dates agreed to with the customer. Average delivery (implementation) time often varies depending upon the customer's requirements.

- vi. Describe Offeror's return and restocking policy.

Fairfax Imaging Response:

Fairfax Imaging does not offer return or restocking. Our software is typically sold and installed against a set of requirements that the client provides. Confirmation of meeting these requirements is completed prior to the customer signing off on the deliverables and invoicing. Therefore, the need to return or restock the software items is not necessary.

- vii. Describe Offeror's ability to meet service and warranty needs.

Fairfax Imaging Response:

Fairfax Imaging has the staff to meet all service and warranty requirements. As a premier software provider, Fairfax Imaging addresses its clients' needs for full service/warranty support throughout the lifecycle of the product.

- viii. Describe Offeror's customer service/problem resolution process. Include hours of operation, number of services, etc.

Fairfax Imaging Response:

Fairfax Imaging maintains its own world class Support Group in our headquarters in Tampa, Florida. All employees are Fairfax Imaging staff. No staff outside the United States is utilized. Service/problem resolution includes logging and tracking of all requests made to Fairfax Imaging using our inhouse FAST/RT Tracking platform. Hours of operation are standard business hours of Monday through Friday, 8AM to 5PM in the location of the customer. These hours of coverage can be adjusted to accommodate extended periods of hours.

- ix. Describe Offeror's invoicing process.

Fairfax Imaging Response:

Fairfax Imaging submits electronic invoices to all clients along with supporting documentation indicating compliance with invoicing.

- x. Describe Offeror's contract implementation/customer transition plan.

Fairfax Imaging Response:

Upon contract award, Fairfax Imaging will assign a Project Manager responsible for the delivery of the products/solutions offered along with a plan for implementation. Upon completion of the implementation of the software, the customer will be transitioned into Fairfax Imaging Support Group for continued support.

- xi. Describe the financial condition of Offeror.

Fairfax Imaging Response:

Fairfax Imaging is privately owned company with annual revenues of approximately \$16 million dollars. The Company has been profitable in each year of operation. We have included a copy of our 2017 Audit Report herein to this section as evidence of our financial health.

- xii. Provide a website link in order to review website ease of use, availability, and capabilities related to ordering, returns and reporting. Describe the website's capabilities and functionality.

Fairfax Imaging Response:

Fairfax Imaging's website is www.fairfaximaging.com.
Orders may be placed by sending ordering information to the sales@fairfaximaging.com email address located on the website.

- xiii. Describe the Offeror's safety record.

Fairfax Imaging Response:

Fairfax Imaging is a software developer and provider. We have had no safety issues related to our implementations since our inception. Our safety record has been outstanding.

- xiv. Provide any additional information relevant to this section.

Fairfax Imaging Response:

There is no additional information to be provided relevant to this section.

2. Offeror's proposal should, at a minimum, include the following for Region 4 ESC's evaluation:

c) Qualification and Experience

- i. Provide a brief history of the Offeror, including year it was established and corporate office location.

Fairfax Imaging Response:

Fairfax Imaging, Inc. was founded in 1994 to provide products, services, and solutions to the document management, data processing, payment portal and data entry industries, in the commercial and government sectors. We have over twenty-three (23) years of experience in the design, development, and implementation of payment, remittance, forms, and imaging systems. We have over one hundred (100) systems implemented, with a large percentage performing remittance forms and image processing.

With a solid base of system installations in the Commercial, State, County and City marketplaces, Fairfax Imaging has gained a reputation as a premier solutions provider. By utilizing our solutions, our customers are able to perform their data capture tasks more efficiently and more productively. By doing so, our clients have seen a tremendous improvement in the efficiency and productivity of their workforce experiencing immediate and tangible returns on their investments.

In order to maintain the highest level of customer satisfaction, Fairfax Imaging has always embraced a customer-centric management approach. Every day, Fairfax Imaging's products and solutions are processing hundreds of millions of forms and checks, and depositing billions of dollars for our clients.

Fairfax Imaging is a privately held organization headquartered in Tampa, Florida, with several satellite offices throughout the United States and employs seventy-three (73) employees at present time. Fairfax Imaging staff possesses solid technical experience and knowledge in the implementation of high-performance information capture, workflow, and check processing solutions. We offer unparalleled experience and proven records of accomplishment of success in defining and implementing technology-based business process improvement and assisting with the organizational and cultural transitions involved.

Fairfax Imaging certifies that its administrative business office is within the contiguous United States of America. Fairfax Imaging is a privately held organization headquartered in Tampa, Florida, with several satellite offices throughout the United States.

Our Corporate offices are located at:

Fairfax Imaging
2005 Pan Am Circle
Suite 110
Tampa, Florida 33607

Our Maryland office where we conduct core software development is located at:

Fairfax Imaging
7564 Standish Pl., Suite 123
Rockville, MD 20855

ii. Describe Offeror’s reputation in the marketplace.

Fairfax Imaging Response:

Fairfax Imaging has an excellent reputation as a provider of software and solutions to meet customer requirements. Our references provided herein can attest to this success and reputation.

iii. Describe Offeror’s reputation of products and services in the marketplace.

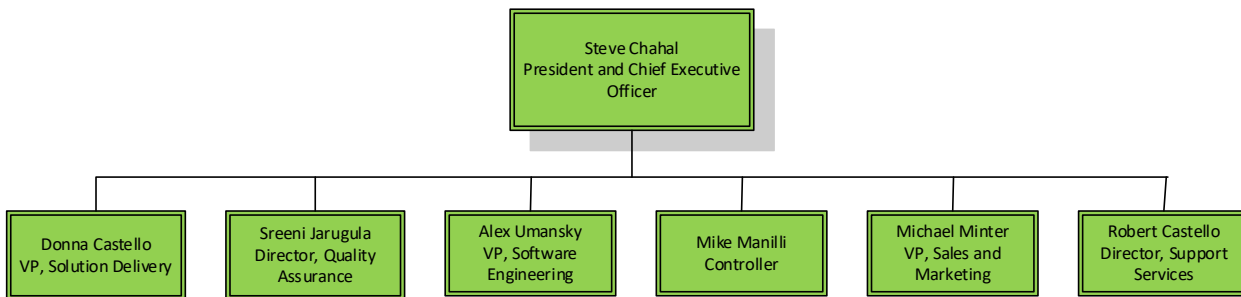
Fairfax Imaging Response:

Fairfax Imaging products and services have been in use by both public and private institutions for the past twenty-four (24) years successfully addressing the needs of our customers. Fairfax Imaging’s products have a reputation for providing real world return on investment and operation ease.

iv. Describe the experience and qualification of key employees.

Fairfax Imaging Response:

Fairfax Imaging has approximately seventy-three (73) employees; all of whom are experienced in the implementation of cashiering and electronic payment solutions. Our corporate structure is by design one where limited layers of management exists to ensure close association of the client to our executive management team. The leadership at Fairfax Imaging, Inc. as shown in the below organization chart, represents more than 150 years of combined experience in the remittance, data capture, imaging, and workflow market.



- v. Describe Offeror's experience working with the government sector.

Fairfax Imaging Response:

Since our inception in 1994, Fairfax Imaging has exclusively focused on the market of providing solutions for remittance processing, imaging, payment portal and cashiering systems. Our implementations have included government as well as commercial clients, all using our software. The following highlights but a few of the Government clients Fairfax Imaging has implemented in the last seven years.

State Revenue Departments: Alabama, Colorado, Connecticut, Delaware, District of Columbia, Georgia, Illinois, Indiana, Iowa, Maine, Maryland, Minnesota, Mississippi, Missouri, Montana, New Hampshire, New Jersey, Oklahoma, Ohio, Rhode Island, West Virginia, West Virginia State Treasury Office (STO)

Local (City/County) Revenue Departments: City of Virginia Beach, City of Philadelphia, Loudoun County, VA, Gwinnett County, GA, Jefferson Parish, LA

Department of Motor Vehicles: California, Colorado, Texas, Florida, Ohio, Virginia

Labor Departments: California, Colorado, Georgia, Tennessee, Texas

- vi. Describe past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors.

Fairfax Imaging Response:

Fairfax Imaging has no litigation, bankruptcy, reorganization, or state investigations of the Company or any officers, or directors.

- vii. Provide a minimum of 10 customer references relating to the products and services within this RFP. Include entity name, contact name and title, contact phone and email, city, state, years serviced, description of services and annual volume.

Fairfax Imaging Response:

REFERENCE 1:

New Zealand Ministry of Business, Innovation, and Employment (MBIE)

Ben Pitchforth
Services Transformation Manager, Market Services Group
15 Stout Street,
Wellington, New Zealand
Phone: +64 4 472 0030
Email: Ben.Pitchforth@mbie.govt.nz

Service Dates: 2017 to present

Summary and Scope of Services Provided:

This *Quick Payments* project provides a web-portal for invoice and payment processing for multiple business applications within the ministry. The solution provides a consistent experience for customers when making payments for different business units. Previously each business unit had their own payment process. In addition to improving the customer payment experience, MBIE has seen significant improvement to the back-office accounting processes by automating bank statement reconciliation and other accounting functions as well as providing a central archive accessible by MBIE as well as customer self-service options.

Quick Payments system templates allow MBIE to roll out *Quick Payments* to other business units without the need for additional *Quick Payments* programming. The project is live with 2 business units and will expand to as many as 20 over time. Fairfax Imaging was the Prime Contractor for the project. We subcontracted secondary project management assistance to Holistec, Ltd. Located in New Zealand to supply local management support of the project.

REFERENCE 2:

New Jersey Department of Revenue

Gail del Castillo
Supervisor, IT
200 Woolverton Street
Trenton, NJ 08611
Phone: 609-633-0518
Email: Gail.delCastillo@treas.nj.gov

Service Dates: 2013 to present

Summary and Scope of Services Provided:

Fairfax Imaging implemented a tax return, report, and remittance processing platform to the Division of Revenue (DOR). DOR processes payments for 36 State Agencies including the Division of Taxation. The

system included Fairfax Imaging *Quick* Modules solution with Check21 for electronic deposit of checks. It also included thin client applications which interface to the State of New Jersey's legacy systems and databases. Fairfax Imaging was the Prime Contractor for the project.

REFERENCE 3:

West Virginia State Treasurers Office

Michael Buchanan
Director, Treasury Operations
7300 Mac Corkle Ave, SE
Charleston, WV 25305
Phone: (304) 341.0717
Email: Michael.buchanan@wvsto.com

Service Dates: 2008 to present

Summary and Scope of Services Provided:

Fairfax Imaging implemented an integrated, image-based payment processing and data capture system for the Cash Management Division of the West Virginia State Treasurer's Office. The system included Fairfax Imaging *Quick* Modules solution with Check21 for electronic deposit of checks. It also included thin client applications which interface to the State's legacy systems and databases. The system is designed to provide processing services for check and payment data collection activity, funds deposit and reporting, automated data capture, repair of remittance data and both data and image transmissions. Fairfax Imaging was the Prime Contractor for the project.

REFERENCE 4:

Iowa Department of Revenue

Leann Stout
Public Service Manager
Hoover State Office Building
Des Moines, IA 50319
Phone: (515) 281-7227
Email: leann.stout@iowa.gov

Service Dates: 2012 to Present

Summary and Scope of Services Provided:

The Fairfax Imaging system performs remittance processing providing a Check 21 capability by accepting tax payments with source documents such as tax forms, stubs, coupons, and attachments. All processing is done in real time, and then all outputs are relayed back to the State of Iowa's legacy tax processing software on the back end. Images of all submittals are retrievable on demand by State of Iowa employees.

REFERENCE 5:

Gwinnett County

Traci Hall
IT Liaison
75 Langley Drive
Lawrenceville, GA 30046
Phone: (770) 822-7330
Email: Tracie.Hall@gwinnettcountry.com

Service Dates: 2005 to Present

Summary and Scope of Services Provided:

The Fairfax Imaging system is used to process tax payments county-wide. The software scans and processes images of all tax receipts. The system allows users to scan source documents and payment in various forms. The system automatically captures data off these items, and perform electronic presentment (Check 21) deposit to the County's bank, and sends the data captured to the County's host system.

REFERENCE 6:

Oklahoma Tax Commission

Fredda Puckett
Director, Central Processing
2501 N. Lincoln Blvd.
Oklahoma City, OK 73194
Phone: (405) 521-3176
Email: fpuckett@tax.ok.gov

Service Dates: 2006 to Present

Summary and Scope of Services Provided:

Fairfax Imaging provided a secure web-based system to Oklahoma Tax Commission (OTC) for processing all inbound items. OTC processes tax forms as well as OTC's Motor Vehicle Division work vehicle registrations, all types of tag renewals, and in August of 2017 started imaging all of the paperwork from the tag agents. This consists of liens, lien releases, paperwork regarding new purchases of tags or renewal of tags, titles, cancelled titles, etc. and has increased the Agencies volume by about 250,000 documents a month. This system allows the user to capture data off source and payment items, and process automatic deposit of the funds in the State of Oklahoma's bank account, while posting the data to the State's backend systems. Image

REFERENCE 7:

Colorado Department of Revenue, Division of Motor Vehicles

Dylan Ikenouye
Administrative Services Manager – Title and Registration
1881 Pierce Street, RM 146
Lakewood, CO 80214
Phone: 303-205-5799
Email: Dylan.ikenouye@state.co.us

Service Dates: 2016 to 2018

Summary and Scope of Services Provided:

Fairfax Imaging provides a secure web-based system for printing and issuance of Colorado Temporary Vehicle Registration permits by Licensed Colorado Dealers. The system includes access by Colorado's Department personnel and authorized law enforcement use for accounting, reporting, auditing and enforcement activities. The *Quick Tag* System provided to Colorado Division of Motor Vehicle included a Commercial Off the Shelf (COTS) system that is processing on average more than 2,000 transactions in any single day for the purpose of generating Temporary License Plates. The *Quick Tag* system's database stores all transaction records related to the issuance of the temporary tag and is accessible at all times (excluding schedule maintenance).

Fairfax Imaging configured and implemented business rules to DMV specification. The system is owned, operated, and maintained by Fairfax Imaging and was installed at no cost to the state. The system is funded by an administrative fee charged with each new registration. All debit card, credit card, ACH, and paper checks are processed by processed and collected by Fairfax Imaging.

Fairfax Imaging provides maintenance and support of the system through our Call Center/Help Desk located in our Tampa, Florida headquarters. As part of the project rollout, Fairfax Imaging staff provided training to all Dealers within the State of Colorado on the use of the *Quick Tag*'s system. This training included both in person training sessions held at various locations throughout the State, as well as online tutorials and scheduled one on one sessions with specific Dealers. The *Quick Tag* project included developing and maintaining interfaces with Colorado legacy systems.

REFERENCE 8:

Maine Revenue Services

Susan Smith
Deputy Director, Quality Assurance and Revenue Processing
51 Commerce Drive
Augusta, ME 04330
Phone: (207) 624-5618
Email: Susan.T.Smith@maine.gov

Service Dates: 2005 to present

Summary and Scope of Services Provided:

Fairfax Imaging implemented three (3) ImageTrac scanners along with our Quick Modules software for all payment and forms processing.

REFERENCE 9:

Colorado Department of Revenue/Department of Public Administration

Diana Rae Wiant
Southern Regional Manager
2 Jetway Court,
Pueblo, CO 81001
Phone: (719) 948-5751
Email: diana.wiant@state.co.us

Service Dates: 2013 to present

Summary and Scope of Services Provided:

The Quick Modules based system processes all of the State taxes and fees collected each year by the Colorado Department of Revenue. Over thirty different tax types are collected and processed each tax season. During the last four years, the system has greatly enhanced the collection of taxes and the generation of refunds. With this application, the Fairfax Imaging software has become the defacto standard for remittance and forms processing for other State applications.

REFERENCE 10:

Mississippi Department of Revenue

Mickey Yates
Deputy Office Director
Office of Information Technology
500 Clinton Center Drive
Clinton, MS 39056
Office: 601-923-7493
Email: Mickey.Yates@dor.ms.gov

Service Dates: 2011 to present

Summary and Scope of Services Provided:

This is a turnkey system that has been processing all of the taxes and fees collected by the State of Mississippi over the past twelve years. Over twenty-five taxes and fees are collected and processed by this system each year. Millions of forms are imaged and billions of dollars are collected annually. This system is running on high speed ibml scanners. The data is extracted through the use of character recognition. The system interfaces with the FAST Enterprise BPM software and also interfaces with other systems in the

Mississippi State Government and has been processing taxes for the last ten years and interfacing with other systems in the State.

viii. Provide any additional information relevant to this section.

Fairfax Imaging Response:

There is no additional information relevant to this section.

2. Offeror's proposal should, at a minimum, include the following for Region 4 ESC's evaluation:

d) Value Add

- i. Provide any additional information related to products and services Offeror proposes to enhance and add value to the Contract.
3. Competitive Range: It may be necessary to establish a competitive range. Factors from the predetermined criteria will be used to make this determination. Responses not in the competitive range will not receive further award consideration. Region 4 ESC may determine establishing a competitive range is not necessary.

Fairfax Imaging Response:

Fairfax Imaging has provides it best pricing in response to this RFP.

4. Past Performance: An Offeror's past performance and actions are relevant in determining whether or not the Offeror is likely to provide quality goods and services; the administrative aspects of performance; the Offeror's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the Offeror's businesslike concern for the interests of the customer may be taken into consideration when evaluating proposals, although not specifically mentioned in the RFP.

Fairfax Imaging Response:

Through our listing of references and the number and quality of our implementations, Fairfax Imaging has established a history of successful past performance and actions that should be relevant to the evaluation of our proposal.

5. Additional Investigations: Region 4 ESC reserves the right to make such additional investigations as it deems necessary to establish the capability of any Offeror.

Fairfax Imaging Response:

We understand and agree to this provision.

Appendix C
ADDITIONAL REQUIRED DOCUMENTS

- DOC #1 Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy
- DOC #2 Antitrust Certification Statements (Tex. Government Code § 2155.005)
- DOC #3 Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295)
- DOC #4 Texas Government Code 2270 Verification Form

Appendix C, Doc #1

ACKNOWLEDGMENT AND ACCEPTANCE
OF REGION 4 ESC's OPEN RECORDS POLICY

OPEN RECORDS POLICY

All proposals, information and documents submitted are subject to the Public Information Act requirements governed by the State of Texas once a Contract(s) is executed. If an Offeror believes its response, or parts of its response, may be exempted from disclosure, the Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt and include detailed reasons to substantiate the exemption. Price is not confidential and will not be withheld. Any unmarked information will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any Offeror. Offeror is advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

Signature below certifies complete acceptance of Region 4 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy below:

- We acknowledge Region 4 ESC's Open Records Policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.
- We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

(Note: Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Offeror must include detailed reasons to substantiate the exemption(s). Price is not confidential and will not be withheld. All information believed to be a trade secret or proprietary must be listed. It is further understood that failure to identify such information, in strict accordance with the instructions, will result in that information being considered public information and released, if requested under the Public Information Act.)

10-29-2018
Date

Michael D. Minter
VP, SALES & MARKETING
Authorized Signature & Title

Appendix C, Doc #2

ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)
 Attorney General Form

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

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

<p>Company</p> <p><u>FAIRFAX IMAGING</u></p> <p><u>2005 PAN AM CIRCLE</u></p> <p><u>SUITE 110</u></p> <p>Address</p> <p><u>TAMPA, FL 33607</u></p> <p>Phone</p> <p><u>703-802-1220 x103</u></p> <p>Fax</p> <p><u>813-881-1600</u></p>	<p>Contact</p> <p><u>Michael D. Minter</u></p> <p>Signature</p> <p><u>MICHAEL D. MINTER</u></p> <p>Printed Name</p> <p><u>VP, SALES & MARKETING</u></p> <p>Position with Company</p>	<p>Official Authorizing Proposal</p> <p><u>Michael D. Minter</u></p> <p>Signature</p> <p><u>MICHAEL D. MINTER</u></p> <p>Printed Name</p> <p><u>VP, SALES & MARKETING</u></p> <p>Position with Company</p>
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CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY
CERTIFICATION OF FILING**

Certificate Number:
2018-419921

Date Filed:
10/29/2018

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
Fairfax Imaging, Inc.
Tampa, FL United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
Region 4 Education Service Center

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
RFP 19-01
Online Registration and Automated Payment Solutions

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

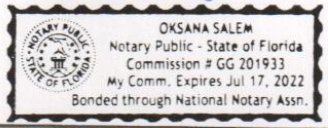
6 UNSWORN DECLARATION

My name is MICHAEL D. MINTER, and my date of birth is 2/21/58

My address is 2005 PAN AM CIRCLE STE 110, TAMPA, FL, 33607, US
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Hillsborough County, State of Florida, on the 29 day of October, 2018.
(month) (year)



Michael D. Minter
Signature of authorized agent of contracting business entity
(Declarant)

Appendix C, DOC # 4

Texas Government Code 2270 Verification Form

House Bill 89 (85R Legislative Session), which adds Chapter 2270 to the Texas Government Code, provides that a governmental entity may not enter into a contract with a company without verification that the contracting vendor does not and will not boycott Israel during the term of the contract.

Furthermore, Senate Bill 252 (85R Legislative Session), which amends Chapter 2252 of the Texas Government Code to add Subchapter F, prohibits contracting with a company engaged in business with Iran, Sudan or a foreign terrorist organization identified on a list prepared by the Texas Comptroller.

I, MICHAEL D. MINTER, as an authorized representative of

FAIRFAX IMAGING, a contractor engaged by

Insert Name of Company

Region 4 Education Service Center, 7145 West Tidwell Road, Houston, TX 77092, verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future.

Also, our company is not listed on and we do not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations found at <https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf>.

I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

I swear and affirm that the above is true and correct.

Michael D. Minter
Signature of Named Authorized Company Representative

10-29-2018
Date

Form Revised 10/27/2017

3.0 SUPPLIER RESPONSE

Supplier must supply the following information in order for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through National IPA.

Company

A. Brief history and description of Supplier.

Fairfax Imaging Response:

Fairfax Imaging, Inc. was founded in 1994 to provide products, services, and solutions to the document management, data processing, payment and data entry industries, in the commercial and government sectors. We have over twenty-four (24) years of experience in the design, development, and implementation of payment, remittance, forms, and imaging systems. We have over one hundred (100) systems implemented, with a large percentage performing remittance payment and image processing.

With a solid base of system installations in the Commercial, State, County and City marketplaces, Fairfax Imaging has gained a reputation as a premier solutions provider. By utilizing our solutions, our customers are able to perform their data capture payment processing tasks more efficiently and more productively. By doing so, our clients have seen a tremendous improvement in the efficiency and productivity of their workforce experiencing immediate and tangible returns on their investments.

In order to maintain the highest level of customer satisfaction, Fairfax Imaging has always embraced a customer-centric management approach. Every day, Fairfax Imaging's products and solutions are processing hundreds of millions of forms and checks, and depositing billions of dollars for our clients.

Fairfax Imaging is a privately held organization headquartered in Tampa, Florida, with several satellite offices throughout the United States and employs seventy-three (73) employees at present time. Fairfax Imaging staff possesses solid technical experience and knowledge in the implementation of high-performance information capture, workflow, and payment processing solutions. We offer unparalleled experience and proven records of accomplishment of success in defining and implementing technology-based business process improvement and assisting with the organizational and cultural transitions involved. Below are a few of the corporate

NATIONAL INTERGOVERNMENTAL PURCHASING ALLIANCE COMPANY EXHIBITS
EXHIBIT A- NATIONAL IPA RESPONSE FOR NATIONAL COOPERATIVE CONTRACT

highlights since its inception.

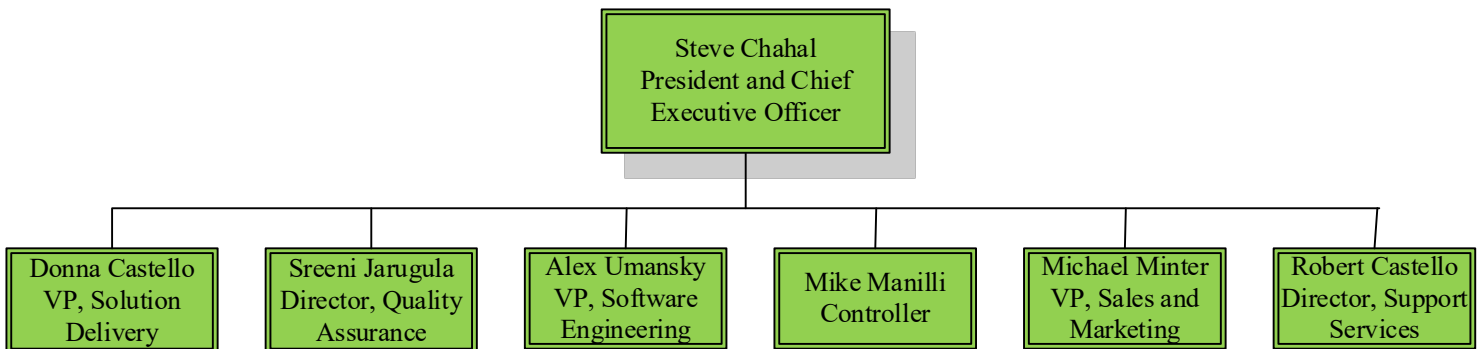
- **1995:** Incorporation of the remittance and forms processing into one seamless solution enabling our customers to process both documents and payment items on the same scanner in a common workflow. To this date, Fairfax Imaging is still the only company in the United States processing forms and remittance processing using a system built from the ground-up, using one common workflow and one common database.
- **1999:** Fairfax Imaging was nominated as one of the Top 50 E-Business solution providers on the ORACLE platform by ORACLE and CMP Media, Inc. This award recognized the ability of Fairfax Imaging to apply its imaging expertise and combine it with a World Wide Web development platform to solve the E-Business needs of large corporations. Fairfax Imaging was chosen among hundreds of applicants in 28 countries, and it was the only imaging company to win the nomination.
- **2001:** Fairfax Imaging received Precision Images Customer of the Year Award by ServiceSource, in recognition of Outstanding Contributions to the Employment of Individuals with Disability.
- **2001:** The Federation of Tax Administrators (FTA) awarded the City of Washington D.C.'s tax system the Technology Achievement of the Year award. This award was based in part on an imaging system installed by Fairfax Imaging.
- **2002:** Fairfax Imaging was the recipient of the "Vision Award." This is an award honoring the IT initiative with the greatest potential to transform a business or social process. This award centered on a project performed by Service Source, a not-for-profit concern that employs the mentally challenged in Virginia. Fairfax Imaging donated our software and services to Service Source, which has been using it to serve government and commercial clients.
- **2003:** Fairfax Imaging received the "Innovative Solution Award," an award recognizing a superior solution installed at the Ohio Bureau of Motor Vehicles for its creativity and its effectiveness.
- **2004:** Fairfax Imaging installs its first Check 21 processing application at the City of Virginia Beach.
- **2005:** Fairfax Imaging received the "Assistive Technology Award" by JWOD and NISH, in recognition of outstanding contributions to the employability of people with severe disabilities, in partnership with Service Source.
- **2007:** Fairfax Imaging announced the introduction of its thin client modules as part of the *Quick* Modules suite.
- **2009:** Fairfax Imaging was included in Software Magazine's Software 500 ranking of the world's largest software and service providers, now in its 27th year.
- **2012:** Fairfax Imaging announced that it is henceforth offering its full software suite as a SaaS model to its clients. This option harnesses the entire power of the *Quick* Modules suite, yet makes for a viable alternative to an initial investment associated with purchasing a large system.
- **2013:** Fairfax Imaging releases *Quick* Modules 5.0 a thin client enhanced version of the *Quick* Modules suite using a SQL database and offering both batch and transaction processing options

NATIONAL INTERGOVERNMENTAL PURCHASING ALLIANCE COMPANY EXHIBITS
EXHIBIT A- NATIONAL IPA RESPONSE FOR NATIONAL COOPERATIVE CONTRACT

and is included once again in Software Magazines Software 500 ranking of the world’s largest software and service providers.

- **2014:** Fairfax Imaging celebrates its 20th Anniversary of Business Excellence of providing successful and highly acclaimed solutions to the remittance and data capture industry.
- **2015:** Fairfax Imaging announces the introduction of *Quick* Cashier; combining back office remittance operations with front office over the counter payment collection services for a truly integrated approach to handle all inbound payment collection for city, county and state agencies.
- **2016:** Fairfax Imaging is recognized by CorpAmerica Software and Technology Awards as “Best Information Processing Solutions Provider” and Most Innovative Information Capture Product: *Quick* Modules 5.0”. *Quick* Tags and *Quick* Payments are also introduced as world-class payment gateway portals in Colorado and New Zealand.

Our corporate structure is by design one where limited layers of management exists to ensure close association of the client to our executive management team. The leadership at Fairfax Imaging, Inc. as shown in the below organization chart, represents more than 150 years of combined experience in the remittance, data capture, imaging, and workflow market.



Steve Chahal
President and CEO

Steve Chahal founded the company in 1994 in Fairfax, Virginia, the city from which he took the company name. Steve is a leader in the image processing software industry. His strategic vision for Fairfax Imaging guides the marketing and sales efforts for the firm and he is very involved with new business development.

Steve brings his years of experience in image processing to the firm, along with his passion for excellence from his team so they provide Fairfax Imaging’s customers with service that is second to none. His international background results in Steve being fluent in six languages.

He holds a Master of Science degree in Systems Engineering Management from George Washington University and a Master of Science in Electrical Engineering from Wayne State University in Detroit. Steve’s B.S. degree in Electrical Engineering, with a major in Computer Engineering, is also from Wayne

State University. Prior to founding Fairfax Imaging, Steve held a senior leadership role with Grumman Data Systems.

Michael Minter
Vice President of Sales & Marketing

As Vice President of Sales & Marketing, Michael Minter is responsible for Fairfax's customer-facing functions, including all sales, channel management, business development, and marketing activities. Michael is a twenty-five-year veteran of the payment processing and document imaging industry. He has an extensive experience in sales management and customer operations. Prior to joining Fairfax Imaging, Michael was Vice President, Solution Sales at Scan-Optics, Inc. and held executive account management positions at Computer Entry Systems and General Instruments. He holds a Bachelor of Science in Business Administration, a certification from Southern Methodist University in Executive Management and is a certified Information Capture Professional (ICP).

Donna Castello
Vice President Solution Delivery

Donna Castello's role as Vice President Solution Delivery is all encompassing. She manages the team of Fairfax Imaging's PMPs as they oversee our customer projects. Donna is also responsible for directing Fairfax Imaging project planning and management, acting as the primary interface to customers, providing hands-on support of end-to-end system integration from system design to installation at customer sites, overseeing integration of COTS software packages into end-to-end solutions. Donna has been a certified PMP since 2005 and holds an MBA from Indiana Wesleyan University and a Bachelor of Liberal Arts degree from Western Illinois University.

Robert Castello
Director of Customer Support

Robert Castello, Director of Customer Support, is responsible for directing Fairfax Imaging's Support Services Division, which serves as the primary interface to customers, providing hands-on support and solutions for customer system issues. In this capacity, support personnel provide client support and technical issue resolution via e-mail, phone and other electronic methods. Robert's team configures client equipment to interface with Quick Modules software system with efficiency and provides training to clients in the use of system and applications. Robert is also instrumental in overseeing customer training activities. Robert is a Cisco Certified Network Associate (CCNA), and a Certified Network Engineer (CNE). He was previously employed by Tangent Fastnet and Nokia Corporation before coming to Fairfax Imaging.

Success in the Marketplace

Since our inception in 1994, Fairfax Imaging has exclusively focused on the market of providing solutions for remittance processing, imaging and cashiering systems. Our implementations have included government as well as commercial clients, all using the proposed software *Quick Modules*. The following highlights but a few of the clients Fairfax Imaging has implemented in the last seven years.

State Revenue Departments: Alabama, Colorado, Connecticut, Delaware, District of Columbia, Georgia, Illinois, Indiana, Iowa, Maine, Maryland, Minnesota, Mississippi, Missouri, Montana, New Hampshire, New

NATIONAL INTERGOVERNMENTAL PURCHASING ALLIANCE COMPANY EXHIBITS
EXHIBIT A- NATIONAL IPA RESPONSE FOR NATIONAL COOPERATIVE CONTRACT

Jersey, Oklahoma, Ohio, Rhode Island, West Virginia, West Virginia State Treasury Office (STO)

Local (City/County) Revenue Departments: City of Virginia Beach, City of Philadelphia, Loudoun County, VA, Gwinnett County, GA, Jefferson Parish, LA

Department of Motor Vehicles: California, Colorado, Texas, Florida, Ohio, Virginia

Labor Departments: California, Colorado, Georgia, Tennessee, Texas

B. Total number and location of sales persons employed by Supplier.

Fairfax Imaging Response:

Fairfax Imaging employs four salespeople in four locations, Tampa, FL, Dallas, TX, Boise, ID and Oakland, CA.

C. Number and location of support centers (if applicable) and location of corporate office.

Fairfax Imaging Response:

Fairfax Imaging is a privately held organization with its corporate offices located in Tampa, Florida.

Our Corporate offices and National Support Center are located at:

Fairfax Imaging
2005 Pan Am Circle
Suite 110
Tampa, Florida 33607

Our Maryland office where we conduct core software development is located at:

Fairfax Imaging
7564 Standish Pl., Suite 123
Rockville, MD 20855

**NATIONAL INTERGOVERNMENTAL PURCHASING ALLIANCE COMPANY EXHIBITS
EXHIBIT A- NATIONAL IPA RESPONSE FOR NATIONAL COOPERATIVE CONTRACT**

E. Submit FEIN and Dunn & Bradstreet report.

Fairfax Imaging Response:

FEIN: 54-1701382

F. Describe any green or environmental initiatives or policies.

Fairfax Imaging Response:

Fairfax Imaging promotes a responsible approach to the environment encouraging employees to use re-usable dishware in all corporate facilities, carpool whenever possible, and always recycle. It is corporate policy to use recycled paper. Where practical, flexible work hours and telecommuting are implemented to help employees avoid the traditional rush hour in the mornings and evenings.

G. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program.

Fairfax Imaging Response:

Fairfax Imaging is the developer of our solutions and we do not utilize suppliers or partners. We have a diverse workplace but since we do not utilize suppliers and partners, we do not have a diversity partner program.

H. Describe any historically underutilized business certifications supplier holds and the certifying agency. This may include business enterprises such as minority and women owned, small or disadvantaged, disable veterans, etc.

Fairfax Imaging Response:

Fairfax Imaging does not qualify as a historically underutilized business.

I. Describe how supplier differentiates itself from its competitors.

Fairfax Imaging Response:

We have seasoned project and technical staff with a large knowledge base. We have more tax/revenue implementations than any other vendor. We are a Gold and Silver Microsoft Application Development partner and our solutions are PCI compliant and feature the latest data encryption technologies. Our systems are easily integrated with many host and third-party systems.

Fairfax Imaging's project planning methodology is based on industry best practices and established standards derived from the PMI Institute's Project Management Body of Knowledge (PMBOK). We have adopted and deploy these strategies as part of our project development life cycle and they have proven successful on projects.

- J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

Fairfax Imaging Response:

Fairfax Imaging has not been involved in litigation or bankruptcy proceedings.

- K. Felony Conviction Notice: Indicate if the supplier
- a. is a publicly held corporation and this reporting requirement is not applicable;
 - b. is not owned or operated by anyone who has been convicted of a felony; or
 - c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.

Fairfax Imaging Response:

- a. Fairfax Imaging is a privately held corporation.
- b. Our owner, Steve Chahal, has not been convicted of a felony
- c. Does not apply

- L. Describe any debarment or suspension actions taken against supplier

Fairfax Imaging Response:

Fairfax Imaging does never been debarred or suspended.

3.1 Distribution, Logistics

- A. Describe the full line of products and services offered by supplier.

Fairfax Imaging Response:

Fairfax Imaging is offering two products under this agreement. Our solution is built on 24 years of experience delivering award winning solutions that are currently processing billions of dollars and millions of transactions per day for government departments across the United States, Canada, and New Zealand.

1. Quick Payments:

Designed and built by Fairfax Imaging, *Quick Payments* is a full featured Enterprise Payment Portal that is an extension of the award-winning *Quick Modules* system that can be implemented on premise or in the Fairfax Imaging AWS cloud . The solution is designed to provide state-of-the-art payment processing to existing department applications with web-based API connection to host systems for real-time lookup of

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customer information and download open invoices/bills. There is no limit to the number of open invoices/bills that can be selected for payment.

Solution Highlights

- *Quick Payments* - A full featured Web Payments Portal that will provide citizens with a consistent straightforward payment experience.
- Services Oriented Architecture allows integration with external systems via web-service APIs.
- *Quick Payments* is mobile-device friendly allowing access by phones and tablets without requiring a standalone phone app.
- Works with any Merchant Services Provider
- Expand *Quick Payments* to other Agency departments without the need for application programming. Advanced System Templates provide point-and-click setup of new applications and system features.
- A future-proof platform – as new electronic payment methods are introduced in the future, all County applications connected to *Quick Payments* will automatically have access.
- Robust comprehensive reporting based on Microsoft SQL Server Reporting Services (SSRS)
- Improved customer service with Customer Self-Service features
- Advanced automatic statement reconciliation to streamline back office accounting functions

Payments are made online using MasterCard, Visa, Discovery, American Express, or e-checks. Card transactions are scanned using a credit card terminal providing EMV chip verification, contactless payments. The terminal also supports swipe and dip methods for reading credit card information. Card information can also be entered manually.

Quick Payments customer self-service features Include:

- Display current and past bills with the option to download in a pdf format
- Scheduling a one-time future payment on the date the customer prefers using MasterCard, Visa, Discover, or eChecks
- Schedule recurring payments using MasterCard, Visa, Discover, or eChecks.
- Research payment and billing history
- Download payment history in pdf or csv formats
- Online management of customer profile information

As new payment options become available or requirements change, changes are made to the *Quick Payments* setup providing new functionality to citizens without changing any of the host systems. *Quick Payments* is a web-based solution hosted by Fairfax Imaging within the Amazon AWS Government Cloud.

Quick Payments Overview

System Templates within *Quick Payments* allow the Agency to select the system functions that apply to each

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individual department application. *Quick Payments* is a full-service portal that can support payments for Agency departments by simply adding the new department within the System Templates. Agency administrators have complete control over System Templates and their settings..

1. *Quick Payments* is accessed via web services API when the “pay” button is pressed in a connected department application, by a citizen selecting a link from within the County department application, or by direct login by an internal County user.
2. *Quick Payments* features include:
 - Portal screens are customized to provide the look-and-feel of the County’s website, www.santafecounty.gov.
 - Create payment receipt
 - Supports multiple receipt formats – each County department can have a unique receipt definition
 - Payments can be limited to one payment request at a time. A shopping cart is used to pay multiple requests in one session.
 - Connects to host systems via Web Services APIs or Open Data Base Connection (ODBC) to provide automatic lookup and verification of billing data.
 - Supports table lookups within *Quick Payments*
 - Supports download of open bills for payment
 - Payment can be made up of one or more payment options
 - Credit Cards – MasterCard, Visa, American Express or Discover.
 - Debit cards – MasterCard, Visa
 - Electronic Checks
 - Cashiering Payments can be made up of one or more payment options
 - Credit Cards – MasterCard, Visa, or, Discover
 - Debit cards – MasterCard, Visa
 - Pay by a 3rd Party –such as Apple Pay, Google Pay, Pay Pal etc.
 - Paper Checks
 - Cash
3. Payments can be added to an output file for posting in a variety of standard formats including xml, csv, or in predefined fixed length file formats. Posting can also be real-time to the host via Web API or ODBC data base connection. Output files are scheduled to be in alignment with bank cut-off times. Funds can be deposited in multiple bank accounts as required by the Agency. The Agency will have control over which funds are deposited in specific accounts.
4. Payments can be imported from Bill Servicing companies paid through the Agency’s bank.

5. Each department connected to *Quick Payments* has the option for the department to pay the convenience fee or the customer to pay the convenience fee. Each department has its own setup within *Quick Payments* based upon the System Templates configuration
- Provides multiple approval levels for selected transaction-types
 - Set-up and manage payment plans and schedule future payments with automatic ACH or card payments
 - Provides a facility for refunds, credits, charge backs, and voids. A customer may cancel an electronic payment prior to the Agency-designated cut-off.
 - Provides comprehensive research features for internal Agency users and citizens
 - Provides automated output of payment files on a schedule set by the Agency. Files are verified before they are sent automatically. Functions are provided to handle exception conditions.
 - Provides automatic general ledger entries that are included in a file-based transfer to the County's accounting systems.
 - Provides automated bank statement reconciliation
 - Provides automatic merchant services statement reconciliation
 - System logging capability
 - Audit Reporting
 - Standard and customized reports
 - Manage, Create and Edit settings using *Quick Payments* point-and-click System Templates
 - Define user roles and allowed functionality
 - Define receipt and email templates by application or transaction type
 - Define transaction approval thresholds
 - Define payment options by application or transaction type
 - Web branding
 - Secure role-based access to all system functions
 - Data is encrypted at rest and in motion
 - A full featured Interactive Voice Response (IVR) allows citizens to pay by phone

6. Customer Direct Access to *Quick Payments*

Each department has the option to allow public users to login directly into *Quick Payments*. First-time public users will create a login and an account. Returning citizens will login with their *Quick Payments* login. County staff will have the option to allow or disable customer direct access via a System Template option. Customers will be able to make payments, schedule future one-time payment or recurring payments, and payment history across all business units.

7. Agency Internal User Direct Access

Internal Agency users with appropriate privileges will have the ability to log into *Quick Payments* directly.

8. Access to *Quick Payments* via API

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Quick Payments web services APIs allow existing Agency applications to initiate transactions and perform other functions within *Quick Payments*. For this option to be utilized, the existing Agency application must be modified to call the API.

9. Consistent User Experience

Quick Payments will provide a consistent experience across all Agency applications. Using point and click setup, screens are branded to match Agency web pages providing the customer with the look-and-feel of an Agency application. This design gives citizens the confidence their payment is being processed by the Agency.

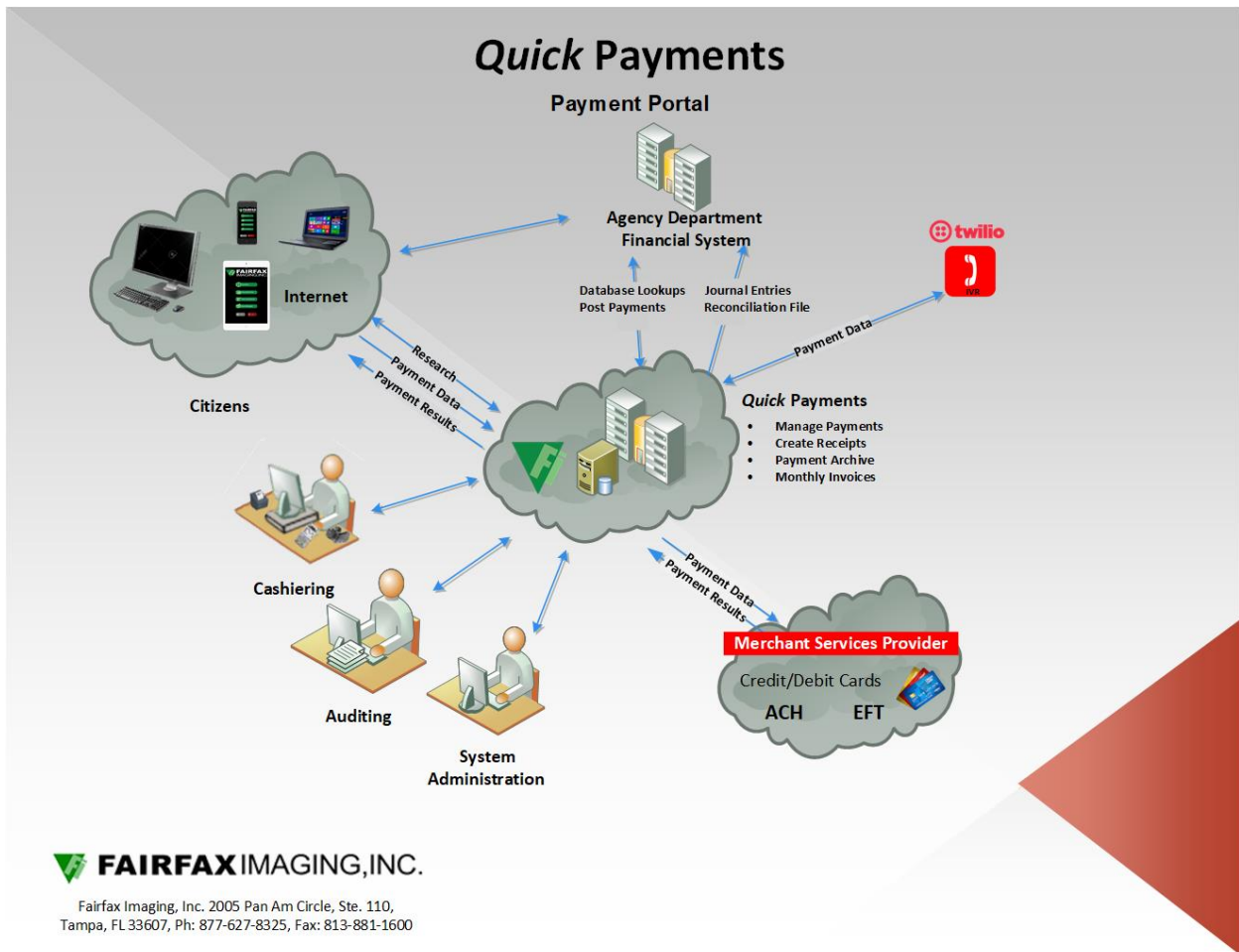


Figure 1 Login Options

Make a Payment Online: A customer makes a payment from a department application.

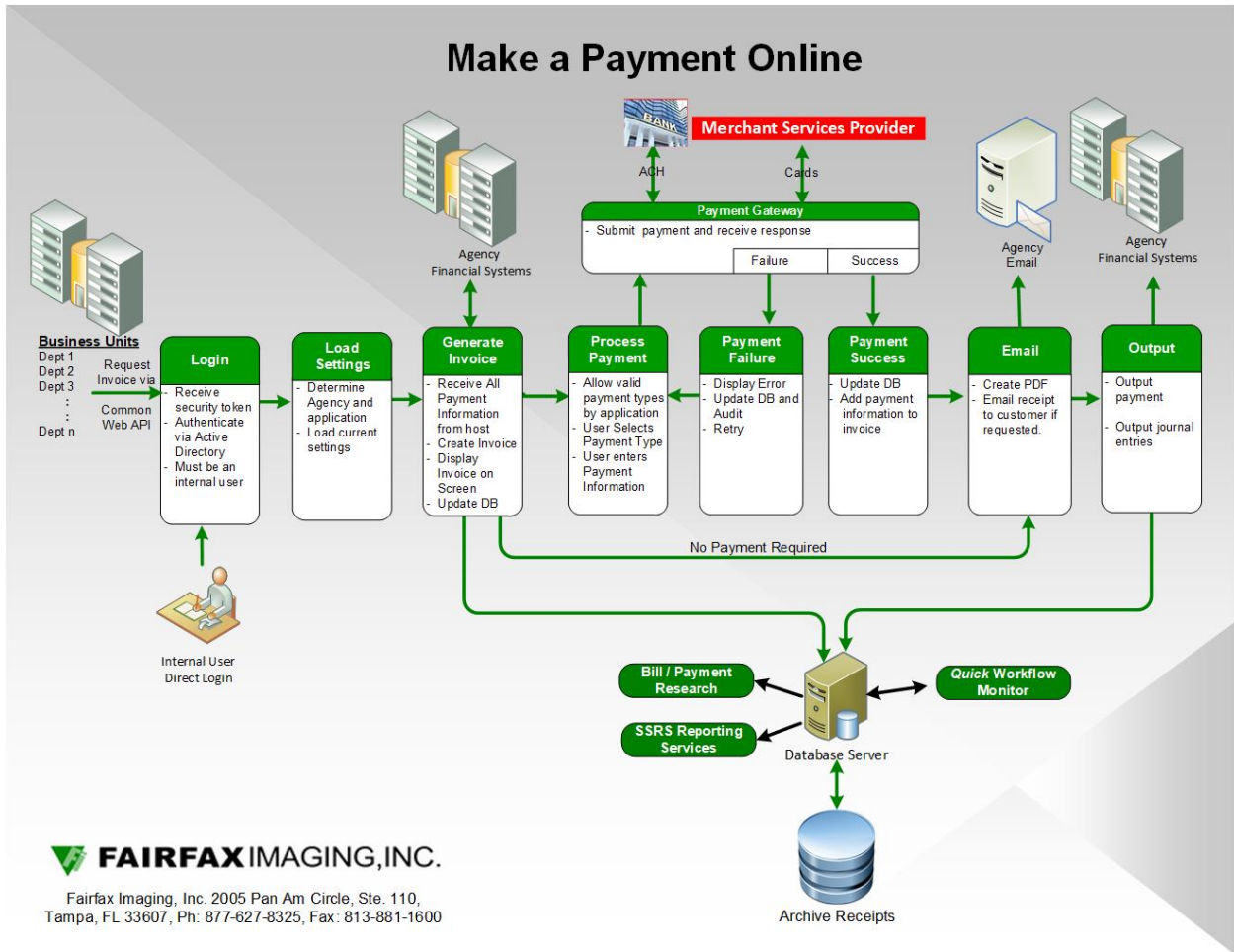


Figure 2 Make a Payment Online

Transaction Workflow

- a. Login - The customer logs into the into the department system and conducts business. When ready to pay, they hit the “pay” button within the department application and is redirected to *Quick Payments* via a web services API.
- b. *Quick Payments* initiates and receives transaction details from the department application via the API.
- c. Load Settings – *Quick Payments* will load current application settings
- d. Display Invoice –The transaction information displays on the screen. The customer also has the option to view payment history.

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- e. The user selects a payment method that is valid for the application. More than one payment method can be used to pay the balance due.
- f. Payment Gateway - the payment request is sent to the Payment Gateway for processing. Credit and Debit Cards processed by Authorize.net and eChecks are processed via ACH to the bank. All credit card information is directly entered into the Merchant Services Provider. Only the last four digits of the card number and a transaction token is stored in the database. No other card information is stored on *Quick* Payments or any Agency system. Checks are cleared through the Agency's bank of choice.
- g. Payment Failure - The payment was denied. The return codes and messages are added to the receipt and written to the database. The user has the option to try again.
- h. Payment Success - the transaction ID and confirmation codes from the gateway are added to the receipt and recorded in the database. A token representing the transaction is stored in the database. No credit card information is saved.
- i. Email - Receipts are generated in PDF format and automatically emailed to the customer.
- j. Output - The payment is marked in the database to be included in the day's posting file and journal entries are created to update the accounting system.

2. Quick Cashier

Quick Modules Cashier is full-featured browser-based cashiering system that can be implemented on premise or in the Fairfax Imaging AWS cloud. Designed by Fairfax Imaging, *Quick Modules Cashier* takes advantage of the *Quick Modules* architecture to provide a powerful single vendor payment solution that allows over-the-counter payments to be made from any location. *Quick Modules Cashier* provides centralized processing for updating Agency financial systems, end-to-end reporting, archive and research, auditing, Check 21 deposit, and system maintenance.

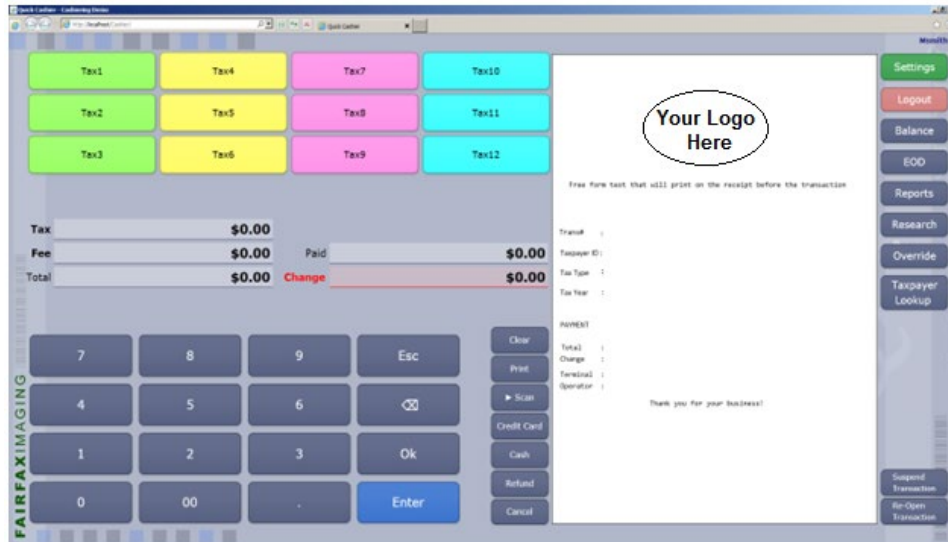


Figure 3 Main Cashiering Screen

Designed for ease-of-use, the cashiering screen is compatible with touch-screen hardware. Entries can be completed from the screen or a keyboard. It is also designed to use industry standard receipt printers, cash drawers, magnetic stripe readers, and a wide variety of scanning devices.

Point-and-Click Setup

The cashiering screen is configurable so that each cashiering workstation can be customized for its location. A supervisor login is required for access to the point-and-click setup screens. Screen Buttons can be customized to pre-load data for permits, taxes, decals, or other collections that are a fixed cost. The example below shows a parking decal with a fixed cost of \$35.00.

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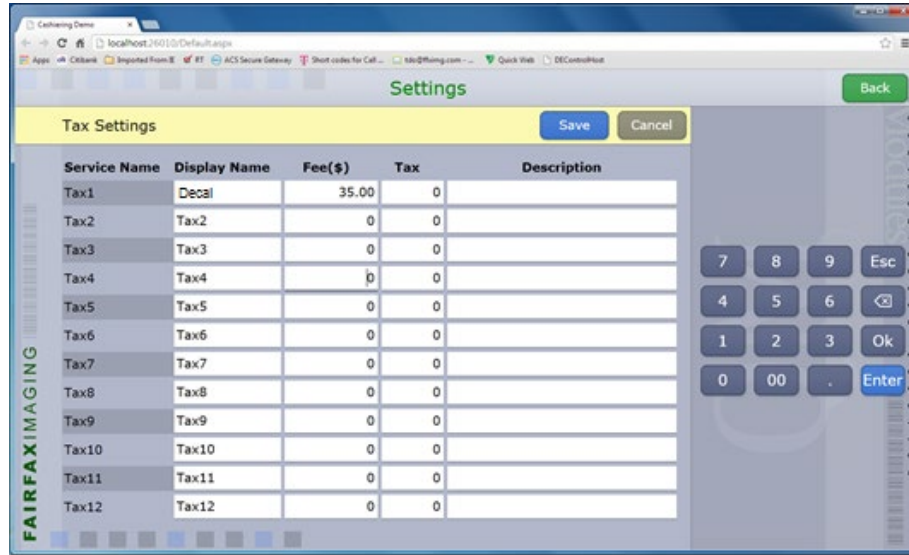


Figure 4 Customize Screen Buttons

Fields on the receipt are customizable by workstation. In addition to the logo, user configurable messages can be printed on the receipt at the beginning and the end of a transaction.

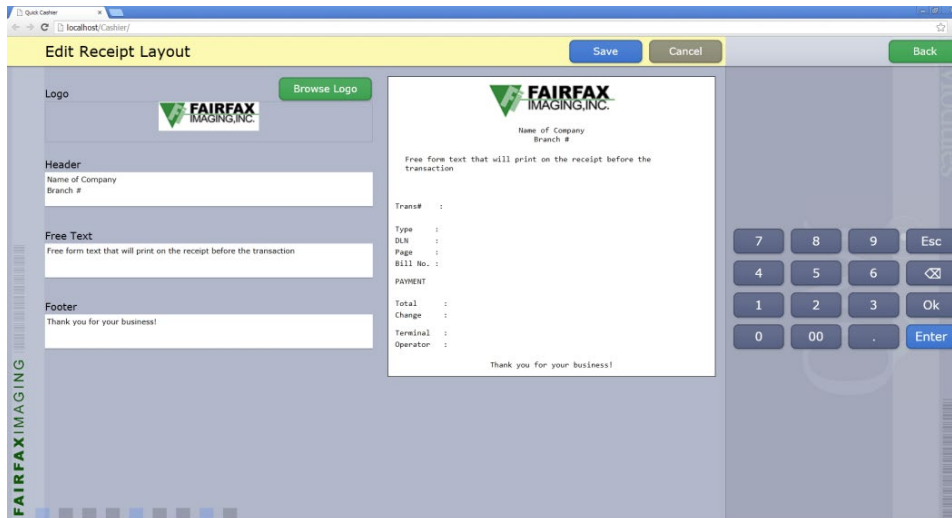


Figure 5 Edit Receipt Layout

Quick Modules Integration

Quick Modules Cashier is fully integrated with *Quick Modules*. Each transaction is processed and validated following the same business rules as transactions that are mailed to the central scanning location. When processing rules are modified or added within *Quick Modules*, they are automatically loaded into *Quick Modules Cashier*. Transaction data and images are stored in the *Quick Modules* database and are processed through the *Quick Modules* workflow. Should a workstation lose connectivity to the *Quick Modules* system, it can continue to process payments in off-line mode. Once connectivity is re-established, transactions are transferred to the *Quick Modules* database.

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Images captured a by *Quick* Modules Cashier follow the same workflow as images captured in the central location. The *Quick Enhance* and *Quick Capture* modules provide each cashiering workstation the same image enhancement and recognition capability as the images captured centrally.

Cash Drawer Management

Quick Modules Cashier includes cash drawer management. Cash is tracked starting with setting up the cash drawer when a cashier begins a shift, adding and subtracting cash throughout the day, and finally balancing the cash at the End of the Day (EOD). A supervisor login is required to approve the beginning cash counts. Each cashier is required to end the day in balance with a supervisor override option available.

A cashier can perform a Trail Balance anytime during the day as required. Supervisors can track the cash balance in each cashier’s drawer from a different location. End of day procedures require each cash drawer to balance at the end of each shift.

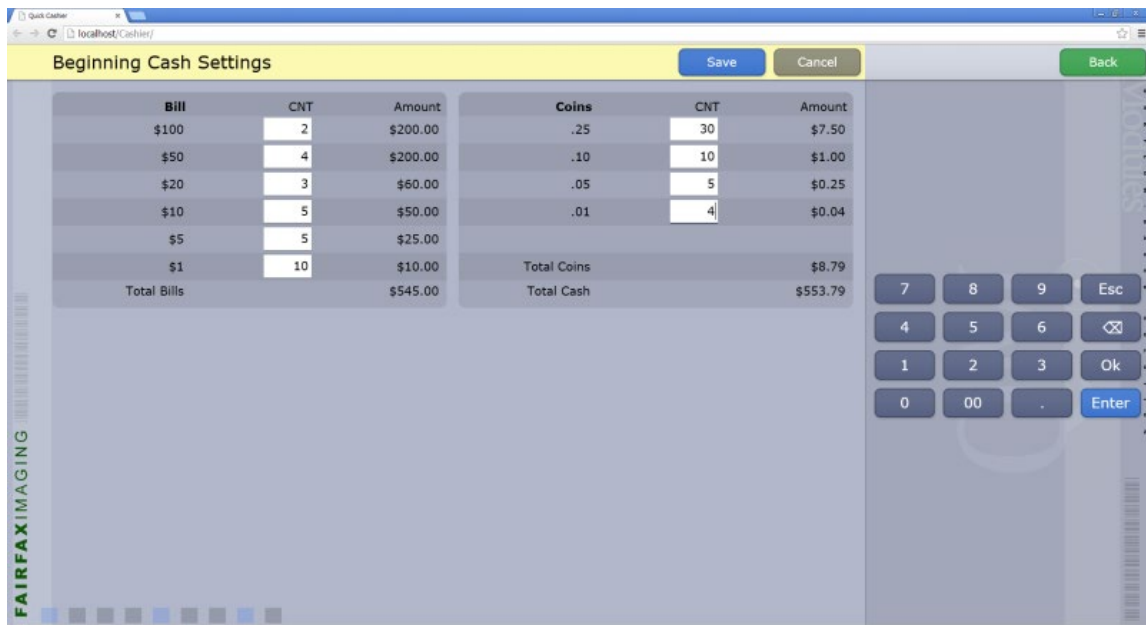


Figure 6 Cash Drawer Setup

Transaction Options

Transactions can be started by scanning a form, selecting a transaction type button on the screen, or performing an account lookup. The transaction will be completed following the rules of the transaction method selected.

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- Coupon-size Form

When a coupon is scanned, the OCR information is automatically read and data is populated into the transaction screen for cashier review. Each transaction type can be configured to process one or more unique forms. Form data is checked against the *Quick* Modules Database to ensure that it is not a duplicate. If there is a suspected duplicate the operator is automatically notified.

Fields are captured based on the business rules established within *Quick* Modules. Typical fields include Transaction Type, Amount Due, and Account Number. Should a field contain a rejected character, the cashier may correct the error.

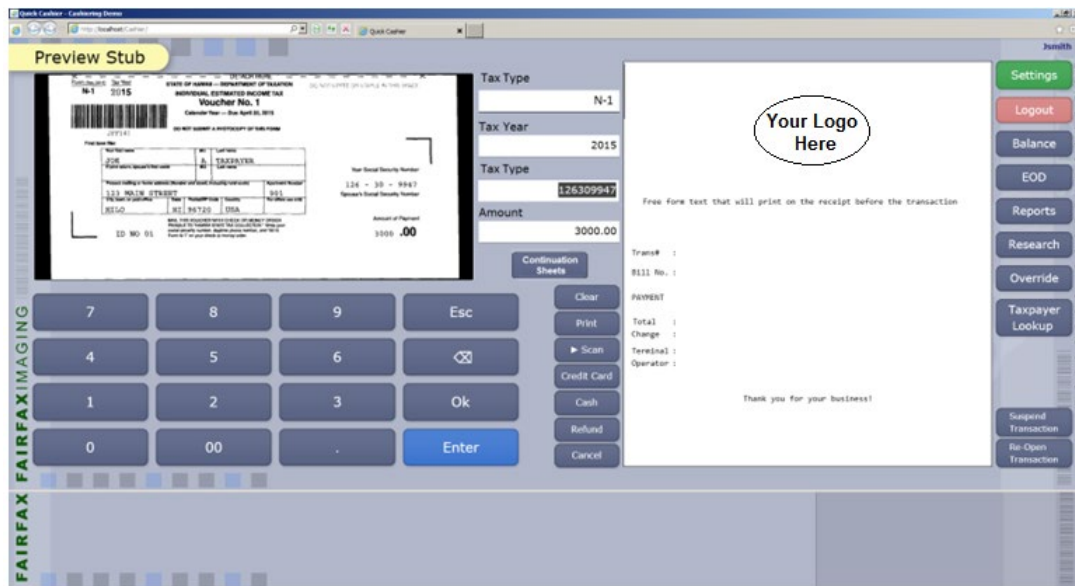


Figure 7 Coupon/Stub Capture

Quick Modules Cashier is designed to handle forms from prior years as well as automatically detect late payments. Surcharges and late fees are automatically calculated and added to the transaction.

Form recognition via OCR and check MICR recognition is provided by the scanning device as well as the software within the *Quick* Modules system. Recognition available to *Quick* Modules Cashier includes machine print recognition (OCR), hand print recognition (ICR), mark sense detection, and Courtesy Amount/Legal Amount recognition (CAR/LAR). One and two dimensional bar code recognition can be read from the image.

Once the form is scanned and accepted, then payment is rendered and balanced to the total amount due.

- Page-size Forms

If a multi-page form is presented to the cashier for payment, only the page with the total amount is scanned. The amount, Transaction Type, and Account Number is captured. Once the page with the total amount is scanned and accepted, then payment is rendered and balanced

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to the total amount due.

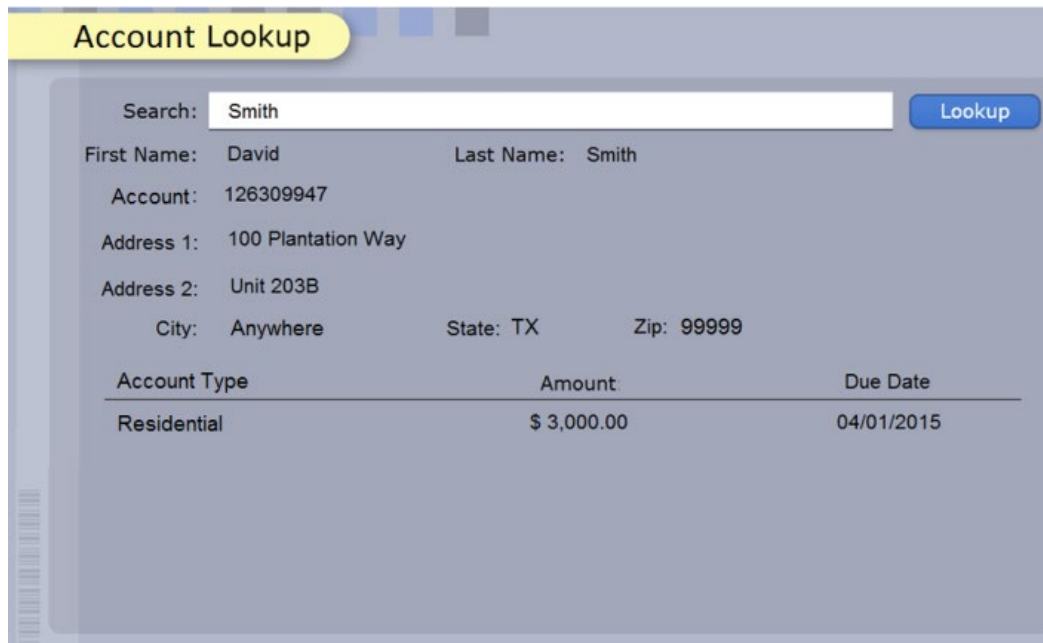
- Transaction Button

The cashier can select a transaction button to start a new transaction. The Tax Type and fixed fee amount loaded for the transaction are automatically entered into the system. The cashier can perform a taxpayer lookup to add the tax payer's information into the transaction.

Once the transaction is entered, then payment is rendered.

- Account Number Lookup

For transactions without a coupon, the system can be configured to look up customer account information on one or more host systems. Since *Quick* Modules Cashier is web-based, connections to third party systems can be easily achieved using an API or other industry standard connection method. Once a lookup has identified the customer, information is automatically copied into the transaction screen.



The screenshot shows a web-based interface titled "Account Lookup". At the top, there is a search bar containing the name "Smith" and a blue "Lookup" button. Below the search bar, the system has returned the following information:

First Name: David Last Name: Smith
Account: 126309947
Address 1: 100 Plantation Way
Address 2: Unit 203B
City: Anywhere State: TX Zip: 99999

Below this information is a table with three columns: Account Type, Amount, and Due Date.

Account Type	Amount	Due Date
Residential	\$ 3,000.00	04/01/2015

Figure 8 Account Lookup

The cashier will use the name and address information to verify the person is the customer. Liabilities in the system are automatically listed. Once the operator hits the OK button indicating that the customer's information is correct, the liabilities are automatically entered into the system for payment. The cashier can then process the payment.

Payment Options

Quick Modules Cashier accepts all forms of payments including cash, checks, money orders, credit cards,

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and debit cards. A single payment can be applied across multiple payments. If multiple tender types are presented for a payment, the system will automatically tally the payments and balance the amount to the transaction. A full audit trail is provided for each transaction and recorded on the receipt.

- Cash

Cash can be accepted for any transaction.

- Checks and Money Orders

Checks and money orders are scanned and the MICR data and the check amount are read. The check is endorsed Data is automatically populated into the transaction screen for cashier review. Check data is checked against the *Quick* Modules data base to ensure that it is not a duplicate. Internal and external databases can also be checked to make sure the account is not on the NSF hot list or is a known fraudulent account. If the check is a duplicate or found on a hot list, the cashier is automatically notified and the check is not accepted. The transaction can be completed with another form of acceptable payment.

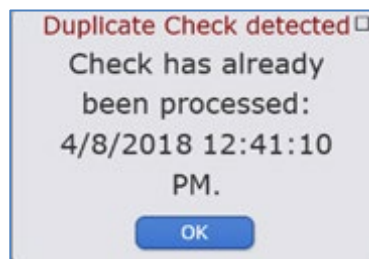


Figure 9 Duplicate Check Message

- Debit and Credit Cards

Following payment card industry standards and security requirements, all major cards can be used for payment including Visa, Master Card, Discover, American Express, Visa Debit Card and MasterCard Debit Card. Using a magnetic stripe reader, the credit card can be scanned by the cashier to capture required fields. The cashier also has the ability to manually enter the fields if the magnetic strip read is invalid. Card numbers are validated using the check digit routines used by the respective credit card providers. A connection to the agency's merchant services provider provides credit card validation and processing of the amount. Approval codes and other transaction information is stored in the *Quick* Modules Database for reporting and processing downstream.

- Point and Click Configuration

Using a point and click configuration tool, payment types can be setup for each type of transaction. For example, a credit card can be used to pay a utility bill but a credit card payment is not allowed for a Permit. Credit card convenience fees can be unique to each transaction type. Credit card fees can be automatically charged based on the entries in Credit Card Settings.

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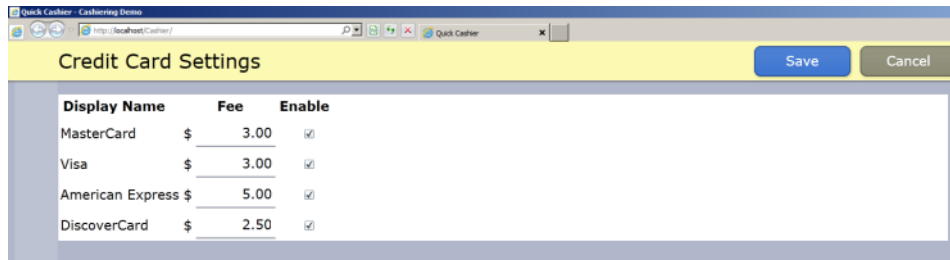


Figure 10 Credit Card Setup by Transaction Type

All transactions are time stamped and assigned a unique transaction number. Recorded with each transaction is the Location, Workstation ID, the Cashier ID, and along with all transaction data. The receipt layout is configurable by workstation.

Refunds

Refunds requests, if allowed, are matched to the original transaction to determine the original form of payment. For example, if the payment was made with a Visa card, then the credit is processed back to the Visa Card used in the original transaction. A refund receipt is generated and the original transaction is reversed.

Transaction Receipt

All transactions are time stamped and assigned a unique transaction number. Recorded with each transaction is the Location, Workstation ID, the Cashier ID, and along with all transaction data.

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Figure 11 Sample Receipt

Credit card numbers and Customer ID fields are masked for security purposes.

Other Features

- Transactions can be reversed and refunded.
- Transactions can be suspended and reopened for later completion

Imaging and Archive

Quick Modules Cashier is an image based system. Images and data from the system will automatically generate an image for all credit card and cash transactions. For example, a payment for a \$200 permit is paid in cash. A document image will be created showing Cash-in for \$200.00 that includes transaction data. When the transaction is researched later, the user will be able to see documentation that \$200 in cash was received. When a transaction is processed without a coupon, a coupon image is created and archived for the transaction.

System Output

Transactions are output using the same workflow as transactions processed in the central location.

Reports

In addition to reports produced by *Quick Modules*, cashiering reports are generated including:

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- Cashier Report

<div style="border: 1px solid black; border-radius: 50%; width: 100px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> Your Logo Here </div>									
								<i>QUICK Report</i>	
Cashier Report									
03/16/2015									
Operator: Jsmith									
Trans	Type	Time	Status	Continuation	Check	Credit/Debit	Cash	Total	
1	N-200V	7:45:52PM	Paid		\$3,000.00				\$3,000.00
2	N-200V	7:46:29PM	Paid		\$3,049.80				\$3,049.80
3	N-1	7:47:26PM	Paid	Y			\$1,920.00		\$1,920.00
Grand Total:					\$6,049.80		\$1,920.00		\$7,969.80
Number Of Transactions: 3									
Number Of Checks: 2									
Number Of Credits/Debits: 0									
Total Of Cash Drawer: \$1,920.00									

Figure 12 Sample Cashier Report

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- Supervisor Reports

Your Logo
Here

QUICK Report

Supervisor Report

03/16/2015

<u>Operator</u>	<u>Num Of Transactions</u>	<u>Num Of Checks</u>	<u>Num Of Credits/Debits</u>	<u>Total</u>	<u>Cash Drawer</u>
Jsmith	3	2		\$7,969.80	\$1,920.00
Msmith	1		1	\$525.00	\$1,920.00
Grand Total:	4	2	1	\$8,494.80	\$3,840.00

Figure 13 Sample Supervisor Report

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- Cashier End of Day Report

Your Logo Here

QUICK Report

Cashier Deposit Report

03/25/2014

Operator	Num	Description	Total
Jsmith			
	20	Property Taxes	21,643.90
	2	Mobile Home Decal	1,274.93
	107	Transit Occupancy Tax	12,032.45
	129	Total Deposits	35,951.28
Cash Position			
		Beginning Cash	250.00
		Cash In	11,245.50
		Cash Out	101.70
		Ending Cash	11,597.20

Figure 14 Sample Cashier Deposit Receipt

Reports can be customized and are created using Microsoft SQL Server Reporting Services (SSRS). Other standard reports include:

- Supervisor End of Day Report
- Transaction Summary Report
- Payment Summary Report
- Refund Report
- Operator Statistics

B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

Fairfax Imaging Response:

Fairfax Imaging will distribute the products and perform required services from our Tampa, FL headquarters. Products and services will be offered to all states and US Territories and outlying areas that are included in the Master Agreement.

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- C. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

Fairfax Imaging Response:

Fairfax Imaging will provide all processing, handling, and shipping of products and services to the end user. If required, shipping is via Federal Express or United Parcel Service.

- D. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

Fairfax Imaging Response:

All shipping and distribution of products and services originate from our headquarters facility.

Fairfax Imaging
2005 Pan Am Circle
Suite 110
Tampa, FL 33607