

# Contract Summary Form

Vendor's Name / Address:	<b>Fiserv (Express Merchant Processing Services powered by First Data Merchant Services, LLC)</b> <b>255 Fiserv Dr.</b> <b>Brookfield, WI 53045</b> <hr/> <a href="https://www.fiserv.com/">https://www.fiserv.com/</a>
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## Contract Summary:

Contract Type:	Merchant Services/Digital Government Services	Service Provided:	<ol style="list-style-type: none"> <li>1. Merchant Processing</li> <li>2. Payment Gateway</li> <li>3. Account Reconciliation and Account Analysis</li> </ol>
Summary:	<p>Fiserv will provide the State of Delaware with merchant processing, payment gateway, &amp; account reconciliation and analysis services. These are three out of four services procured under the digital government RFP. The remaining service being reviewed by the digital government evaluation committee is for the development of web and application design services, which is primarily under the operational purview of the Department of Technology and Information, &amp; Department of State's Government Information Center.</p>		
Programs:	<p>Statewide Merchant Processing and Merchant Banking via ACH, credit and debit networks.</p> <p>Statewide online payment platforms, point of sale hardware, kiosks, and other payment gateway technology.</p> <p>Account reconciliation software for the Office of the State Treasurer to replace legacy software being utilized by the Reconciliations and Transaction Management Division.</p> <p>Account analysis software for the Office of the State Treasurer to replace outdated software being used to automate the reconciliation of pricing on bank statements.</p>		
Competitive Bid:	Yes		
Justification:	Existing services subject to periodic RFP – strategic process to develop future efficiencies in the development of digital government services for citizens.		

## Duration Information:

Date of Services:	1/1/21 – 12/31/25	New Contract or Amendment:	New Contract (Fiserv is the incumbent merchant processing provider due to the assignment of the BAMS contract to Fiserv in July, 2020)
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Contract Duration:	5 Years	Previous Contract Dates:	BAMS Contract 12/27/2017 – 12/26/2020  Fiserv Extension 12/27/2020 – 12/26/2021
Extensions Available:	Yes (3)	Extension Duration:	1 year each

Pricing Information:

Contract Amount:	Projected 5-Year Cost: ~\$37.5 million (1.3M or 3.5% to Fiserv – remaining costs are fixed interchange rates assessed by banks/card brands)	Additional Detail on Costs:	1.3M over five years includes acquiring costs (0.0345 per transaction), ACH validation (.20 per transaction), ACH returns and chargebacks (\$5.00 per transaction), as well as the cost for new gateway technology (\$17,520.00 per annum), and account rec/analysis software (\$94,600.00 per annum).
Contract Notes:	Projected costs assume statewide volumes remain relatively constant for the initial term.		

Indemnification and Limitation of Liability:

State Indemnifying:	State will not indemnify
Vendor Indemnifying:	TBD
State liability limited:	TBD
Vendor liability limited:	TBD

Additional Details:

SLA:	TBD	Confidentiality Agreement:	Yes
Cloud Services Agreement:	Yes	Data Usage Agreement:	Yes
Insurance:	Yes	Insurance Details:	Need to negotiate an umbrella amount and Cyber liability amount. Will need to work with insurance office

**First Data Merchant Services LLC (dba Express Merchant Processing Solutions), a wholly owned subsidiary of Fiserv – Firm Profile**

**NASDAQ:** FISV

**Corporate Headquarters:** Brookfield, WI

**Year Established:** 1984

**Financial Institution Size by Assets:** \$ 73.5 billion (market cap 2021)

**Number of Employees:** 44,000

**Firm Overview:** For 35 years, Fiserv has been a leader in financial services technology. Fiserv was formed on July 31, 1984, through the combination of two major regional data processing firms located in Milwaukee, Wisconsin, and Tampa, Florida. These firms - Fiserv Milwaukee and Fiserv Tampa - began their operations in 1964 and 1971, respectively, as the data processing operations of their parent financial institutions.

On July 29, 2019, Fiserv and First Data closed on the combination of the two companies. First Data is the largest merchant acquirer, issuer processor, and independent network services provider in the world, enabling businesses to accept electronic payments, helping financial institutions issue credit, debit and prepaid cards; and routing secure transactions between them.

First Data provides merchant processing services to over 6 million merchant locations worldwide from small businesses to the world's largest corporations. Fiserv processes 3,000 transactions per second totaling more than 100 billion transactions per year, which accounts for \$2.6 trillion in the world's economy.

First Data provides services that include credit card processing, PIN and PINless debit, tokenization and encryption (TransArmor), payment terminals, account management, implementation management, PIN debit savings (Smart Routing), private label credit card software support (Vision Plus), and PCI compliance assistance.