



July 8, 2026

**REQUEST FOR PROPOSAL
RP023-26**

The Gwinnett County Board of Commissioners is soliciting competitive sealed proposals from qualified service providers for the **Provision of Merchant Processing Services on a Multi-Year Contract** for the Department of Financial Services.

Proposals must be returned in a sealed container marked on the outside with the Request for Proposal number and Company Name. Proposals will be received until 2:50 P.M. local time on **July 30, 2026** at the Gwinnett County Financial Services - Purchasing Division – 2nd Floor, 75 Langley Drive, Lawrenceville, Georgia 30046. Any proposal received after this date and time will not be accepted.

The proposal opening will be virtual ONLY. To access the proposal opening virtually, visit [this link](#). A list of firms submitting proposals will be available the following business day on our website www.GwinnettCounty.com.

Questions regarding proposals should be directed to Blake Christopher, Purchasing Associate II at Blake.Christopher@GwinnettCounty.com or by calling 770-822-8820, no later than **July 16, 2026**. Proposals are legal and binding upon the vendor when submitted. One unbound original and four (4) copies should be submitted.

Successful service providers will be required to meet insurance requirements. The Insurance Company should be authorized to do business in Georgia by the Georgia Insurance Department, and must have an A.M. Best rating of A-7 or higher.

Gwinnett County does not discriminate on the basis of disability in the admission or access to its programs or activities. Any requests for reasonable accommodations required by individuals to fully participate in any open meeting, program or activity of Gwinnett County Government should be directed to the ADA Coordinator at the Gwinnett County Justice and Administration Center, 770-822-8165.

The written proposal documents supersede any verbal or written prior communications between the parties.

Selection criteria are outlined in the request for proposal documents. Gwinnett County reserves the right to reject any or all proposals to waive technicalities, and to make an award deemed in its best interest.

Award notification will be posted after award on the County website, www.GwinnettCounty.com and companies submitting a proposal will be notified via email.

We look forward to your proposal and appreciate your interest in Gwinnett County.

Blake Christopher
Purchasing Associate II

SECTION I: INTRODUCTION**A. Purpose of Request for Proposal ("RFP")**

The Gwinnett County Board of Commissioners ("the County"), through the Department of Financial Services (DOFS), requests sealed proposals to provide merchant processing services to the County.

This RFP includes information regarding the County's current systems, service requirements, regulatory requirements, and estimated transaction volumes. This information should be used as the basis for preparing the proposals. Due to the infrastructure the County has in place that is unique to the various departments, the solution submitted must work with and support the systems the County currently has without any additional costs to the County. The County is looking for a solution that will work seamlessly with current systems. Service providers should submit proposals that conform directly to the baseline service requirements.

Service providers are encouraged to submit clear and concise responses, and excessive length or extraneous information is discouraged. In an effort to ensure the ability to evaluate and choose a successful service provider for this project, service providers are encouraged to be responsive to the specific range of issues requested in this solicitation. Submission of excessive "boiler plate" information, including sales brochures, is discouraged. Service providers should not submit website links in lieu of written responses. Website links and any information contained within may not be reviewed or considered by the County.

All responses should follow the format in the RFP.

B. Objectives

It is the intention of the County to award the contract to a single Service Provider.

The County's objectives include:

1. Providing exceptional customer service and enhanced level of convenience for customers and taxpayers in financial dealings with the County;
2. Maximizing the use of existing technology and leveraging the use of new technology solutions, where appropriate, without additional costs to the County.
3. Providing services necessary to maintain current payment card acceptance operations and expand these services to support future growth using secure and reliable payment processing solutions.

C. Card Processing Services Overview

County departments and offices that accept merchant card payments are listed in this RFP. Merchant Identification Numbers (MIDs) are assigned by department, payment channel or departmental division. The County currently uses Elavon to process Visa, MasterCard, Discover, American Express and E-Check transactions. Certain departments and offices may maintain merchant processing agreements with other service providers outside of the scope of this proposal.

The current contract with Elavon, Inc. expires December 31, 2026. As of June 1, 2026 Gwinnett County has a total of 53 Merchant ID's (MID) assigned to them and 175 terminals (see below). In 2025, the County processed 1.9 million transactions totaling \$278.4 million. These transactions were processed in person, online, and over the phone.

Terminals		
Department	Terminal Type	# of Terminals
Dept. of Water Resources (DWR)	UMax via Paymentus to Converge (Online)	1
Dept. of Water Resources (DWR)	Five9 to Converge (IVR)	1
Dept. of Water Resources (DWR)	iNovah through Bluefin (in person) PAX A80 terminals	9
Dept. Of Community Services	CivicPlus through Converge (online)	2
Dept. Of Community Services	Converge hosted payment page (online)	3
Dept. Of Community Services	CivicPlus through Converge (in person) LANE5000 terminals	73
Dept. Of Community Services	Ingenico Desk3500 (in person)	2
Courts	INGENICO Desk3500	52
Dept. of Planning & Development (P&D)	iNovah through Converge (online)	1
Dept. of Planning & Development (P&D)	iNovah through Bluefin (in person) PAX A80 terminals	2
Dept. of Planning & Development (P&D)	Teller through Converge (in person) Link3600 terminals	6
Dept. of Planning & Development (P&D)	Accela via Teller to Converge (online)	1
Dept. of Planning & Development (P&D)	Converge hosted payment page (online)	1
Police Department	Teller through Converge (in person) Link3600 terminals	2
Police Department	Ingenico Desk3500 (in person)	8
Fire & Emergency Services	Converge hosted payment page (online)	3
Dept. of Transportation	Ingenico Desk3500	2
Dept. of Human Resources	Converge hosted payment page (online)	1
Dept. of Support Services	Converge hosted payment page (online)	1
Dept. of Support Services	iNovah through Bluefin (in person) PAX A80 terminals	2
Sheriff Department	Converge mobile (in person) RP457C card reader	1
Law Department	GovQA through Converge (online)	1

Transaction and Sales Volume			
Department	# of MID's	2025 Transaction Volume	2025 Sales Volume
Dept. of Water Resources (DWR)	3	1,730,744	\$231,066,025.84
Dept. Of Community Services/Parks & Rec	8	126,981	\$7,170,660.60
Courts	20	56,370	\$4,662,755.19
Dept. of Planning & Development (P&D)	5	30,680	\$29,957,292.64
Police Department	8	9,325	\$361,979.96
Fire & Emergency Services	3	11,619	\$2,455,702.29
Dept. of Transportation	1	1,202	\$487,927.64
Dept. of Human Resources	1	3,296	\$1,143,058.92
Dept. of Support Services	2	919	\$878,015.89
Sheriff's Department	1	17	\$91.19
Law Department	1	4,988	\$222,695.95

Please refer to Gwinnett County's website, www.GwinnettCounty.com for a complete listing of departments, elected officials, appointed positions and courts.

D. Settlement and Chargeback Account Information

Transaction settlements along with reversals and chargebacks related to the service provided under this RFP will be posted to bank accounts maintained by the County under its banking services agreement with Wells Fargo Bank, NA. Bank account information will be provided at time of award.

E. Contract Administration

The Gwinnett County Department of Financial Services (DOFS), Treasury Division, will administer this contract and oversee the implementation and/or transition of service provider by department and by merchant. The Department of Financial Services Treasury Director may approve changes to the contract including additions, removals, or modifications to merchant products and services. The Treasury Division is responsible for establishing new merchant ID's, setting budget for processing and coordinating billing, equipment and related services.

F. Gwinnett County Payment Channels Include:

- Interactive Voice Response (IVR):
- Telephone Call Centers
- Web-based collections through proprietary systems
- Retail Point of Sale

SECTION II: SCOPE OF SERVICES**A. Services Included**

The following services are included in the scope of this request for proposal:

1. Credit Card and Debit Card payment processing services
2. Managed Service Fee Program for selected Departments, Agencies, and Courts
3. Electronic Check (e-check) payment processing services

B. Services Excluded

The following services are specifically excluded from the scope of this RFP:

1. EBT, Gift Card and Loyalty Card programs
2. Payroll Card programs
3. POS Prepaid programs
4. B2B or B2C electronic invoicing, bill presentment or payment
5. Disbursement or accounts payable solutions
6. Purchasing Card (P-Card) programs
7. Website development services
8. Interactive Voice Response (IVR) system development

C. Other Accounts

The merchants described herein constitute the MID's required and requested by the County at the time of issuance of this RFP. Information provided within this RFP should be used by the selected Service Provider to establish, configure, and implement payment processing services for the identified merchants.

The selected service provider will agree to provide additional MIDs as requested by the Department of Financial Services - Treasury Division for any Office of a Gwinnett County elected official, Court, agency, or any Gwinnett County Department. Any additional MIDs established during the contract term shall be subject to the same pricing structure, service levels, terms, and conditions awarded under this Agreement unless otherwise mutually agreed upon in writing.

D. Other Services

The Gwinnett County Department of Financial Services - Treasury Division will review and approve any additional merchant services, MID requests, and associated fees or charges not specifically identified within

this RFP. The awarded service provider will assist the County with the transition of existing current merchant services processing in accordance with a pre-determined, phased implementation schedule established by the Treasury Division. The selected service provider shall cooperate fully in coordinating implementation activities, testing, training, and deployment – including providing on-site support for County specified merchants, to minimize operational disruption to County departments.

Upon expiration or termination, the service provider shall continue to provide uninterrupted services under the existing pricing, terms, and conditions until all merchant processing services, data, equipment and related operations have been successfully transitioned to the County or newly awarded service provider. The service provider shall provide reasonable transition assistance, including data conversion, token migration, file transfers, reporting access, equipment decommissioning, and operational support, at no additional cost to the County. The service provider shall not impose termination assistance fees, deconversion fees, early termination, token migration, or data extraction fees upon contract expiration or termination.

SECTION III: PROPOSAL FORMAT

Proposals should be responsive to all items noted in the request for proposal. It may also include supplemental material(s) that further illustrate the responder's ability to successfully provide the scope of services outlined in this request.

A. Qualifications

1. Introductions
 - a. Name of Company
 - b. Relationship management team org chart
 - i. Biographical information
 - ii. Contact information
 - iii. Roles and responsibilities
 - c. Contact information for customer service manager
 - d. Contact information for information technology manager
 - e. Total number of active tier-3 support clients
 - f. Address for proposed processor site
2. Company Overview
 - a. Detail company's experience providing the products and services under consideration. Include at a minimum:
 - i. Number of years providing merchant processing and related services
 - ii. Description of services and capabilities
 - iii. Key attributes, qualifications and technical competencies
 - iv. Experience with supporting utility clients and government entities as well as experience with high-volume transaction processing environments
 - v. Customer service and support capabilities
 - vi. Integration experience with utility billing systems, ERP systems and other payment platforms.
 - b. State why the service provider should be selected over a competitor.
 - c. Discuss the service provider's representation on MasterCard, Visa, NACHA or other payment industry boards or committees.
 - d. Has the service provider ever filed for bankruptcy? If yes, what is the status of bankruptcy filing?
 - e. Has the service provider ever experienced a loss of customer data? If yes, please describe the incident(s) as well as corrective actions taken and security improvements implemented as a result.
 - f. Please provide the monthly overall volume of merchant processing transactions for the service provider's largest customers.
3. Third Party Processing

Please explain if the service provider will provide all services directly for the County or if third parties will be utilized to provide any portion of the services. Include copies of third-party processing agreements.

- a. If the service provider contracts with a third party, please describe the years of service the company has been doing business with the third party and the relationship.
 - b. How will the County be assured of service quality and responsiveness?
 - c. Will the County be required to contract with any networks or associations directly for processing services, settlement services, or both as a condition of your company providing processing services? If so, please include agreements.
 - d. If there is a third-party processor used, list the escalation method and contact list for resolution of issues related to settlement, banking debits/credits, duplicate charges, and network issues. If an Independent Service Organization (ISO) is utilized, they must be PCI compliant and provide attestation.
4. This table is a general guide and is not intended to be a complete list of all work necessary to complete the project. The service provider should satisfy the following minimum requirements, please check yes or no indicating the response to each:

Requirement	YES	NO
1. Provide new retail merchant card processing equipment at no cost to the County. Equipment must not be refurbished.	☐	☐
a. Pre-program equipment with the applicable merchant profile prior to shipment, including MID, name, address, and phone number.	☐	☐
b. Test equipment prior to shipment to ensure correct configuration; voiding any test transactions prior to delivery.	☐	☐
c. Provide Gwinnett County with the option to receive an invoice or direct debit of the requested bank account for any replacement equipment.	☐	☐
d. Ensure all terminals are PCI-DSS compliant.	☐	☐
2. Process all transactions through the required payment channels as requested.	☐	☐
a. Capable of integrating with the following systems the County currently uses: Civic Plus, Accela, iNovah, Oracle Fusion, UMax/Paymentus, and Bluefin.		
3. Provide e-check services	☐	☐
4. Support tap-to-pay, Apple Pay, Google Pay, Samsung Pay or other EMV, contactless, or other digital wallets.	☐	☐
5. Provide managed service fee services.	☐	☐
6. Have the ability to program multiple MID's tied to multiple bank accounts, regular or managed service fee, to a single terminal.	☐	☐
7. Provide electronic authorization, data capture and settlement services for all Visa, MasterCard, Discover, and American Express credit and debit transactions.	☐	☐
8. Offer next business day funding.	☐	☐
9. Support multiple settlements to bank accounts at the MID level.	☐	☐
10. Provide customizable daily online reporting for prior-day activity, transaction details and settlement information at no additional cost to the County.	☐	☐
11. Provide training for staff on online reporting tools.	☐	☐
12. Provide security administration capabilities to manage user access to online reporting (add/delete users)	☐	☐
13. Provide returned item data via electronic file, if requested by merchant, at no additional charge.	☐	☐
14. Assign a dedicated relationship manager with at least five years of government merchant processing experience.	☐	☐
15. Conduct annual merchant relationship reviews.	☐	☐
16. Conduct annual PCI-DSS compliance reviews of County-wide activity and confirm compliance.	☐	☐
17. Provide an implementation manager to facilitate on-site installation of products and services at times convenient to merchant.	☐	☐

Requirement	YES	NO
18. Provide training, resources, and support for merchants via telephone, internet, or onsite.	☐	☐
19. Provide a toll-free customer service number for support or issue resolution at no additional cost.	☐	☐
20. Answer all public inquiries regarding functionality while merchants will answer inquiries regarding electronic payment processing issues (including acceptance, reversal, duplicate or fraudulent charges, etc.).	☐	☐
21. Integrate applications through payment channels listed at no additional cost to the County.	☐	☐
22. Support IVR and Internet payment applications and ensure 24/7 availability through the County's official website.	☐	☐
23. Respond to all merchant inquiries regarding system use, terminals, software, settlement and processing.	☐	☐
24. Provide various financial reports, including volume, discounts and fees as requested.	☐	☐
25. Provide cost and transaction analysis by card type and Merchant ID, upon request.	☐	☐
26. Apply merchant processing fees to net sales only.	☐	☐
27. Debit processing fees from the bank accounts designated by the Department of Financial Services.	☐	☐
28. Provide broadcast notifications to Gwinnett end users notifying of sudden or planned system outages, maintenance or operational issues at no additional charge.	☐	☐
29. Comply with PCI Point-to Point Encryption (P2PE) requirements and minimize the collection of personal information.	☐	☐
30. Ensure the security and confidentiality of all transaction-related data and do not share or distribute such data to any third-party organizations. The County will own all user data provided and collected.	☐	☐
31. Utilize tokenization technology to submit and process transactions without storing actual payment card data.	☐	☐
32. Maintain current Level 1 compliance with the Payment Card Industry Data Security Standards (PCI-DSS) requirements to protect cardholder data and provide a current Attestation of Compliance (AOC) upon request.	☐	☐
33. Provide a PCI Responsibility Matrix that outlines PCI requirements pertaining to the service provider and PCI requirements pertaining to the County.	☐	☐
34. Provide confirmation of Terminal ID (TID) deactivation when a terminal is removed from service.	☐	☐
35. Participate in the Visa and MasterCard Convenience Fee and/or Managed Service Fee Programs, as applicable with "single dip" processing capabilities.	☐	☐
36. Implement and maintain highly secured systems utilizing strong cryptography and secure communication protocols to safeguard the integrity, confidentiality, and security of payment transactions and related data.	☐	☐
37. Ensure that all payment applications comply with applicable PA-DSS requirements and support real-time and/or batch processing methods for importing data from the County's systems and exporting processed data back to the County's systems. All implementation, configuration, integration, and development services required for such functionality should be provided at no additional cost to the County.	☐	☐
38. Transmit or make available for download by the County, electronic files containing daily transaction details and summary reports no later than 8:00 AM EST on the next business following each debit or credit card transaction. The service provider	☐	☐

Requirement	YES	NO
shall also provide transaction listings, deposit summaries and custom reporting capabilities for individual merchants, at no additional cost to the County.		
39. Deliver all user manuals, technical documentation, training materials and related documentation necessary for County merchants to effectively utilize and support the payment solutions provided.	☐	☐
40. Provide same-day e-mail notification of any electronic transmission failure, at no additional cost to the County.	☐	☐
41. Assist the County in testing any proposed solutions, products and services prior to public deployment or release, at no additional cost to the County.	☐	☐
42. Connect to the payment gateway using secure HTTPS POST methods and/or WEBSERVICES and support automated data transfers using Secure FTP (SFTP) for nightly batch payment processing.	☐	☐
43. Deposit funds due to County merchants based upon processing requirements, existing systems, and real-time or batch processing environments. The County's preferred funding timeframe is no later than 24 hours after the transaction date. Any funding delays extending between 3-5 business days must be fully collateralized per Georgia State Collateralization requirements.	☐	☐
44. Review merchant applications to determine if a merchant qualifies as a suitable candidate for participation in a managed service fee program. For approved merchants, the service provider will work with the merchant to identify requirements, implement, configure, train, test and deploy programs, at no additional cost to the County.	☐	☐
45. Provide electronic chargeback notifications to individual merchants as chargebacks occur.	☐	☐
46. Provide online chargeback management capability for reviewing and responding to chargebacks, at no additional cost to the County.	☐	☐
47. Provide monthly chargeback reports itemized by Merchant ID.	☐	☐
48. Support payment processing through multiple systems and platforms at no additional cost to the County.	☐	☐
49. Utilize commercially reasonable efforts to optimize interchange qualifications and minimize processing costs for the County.	☐	☐
50. Maintain documented Service Level-Agreements (SLAs) for system availability, transaction processing uptime, response times, issue resolution, and customer support. The service provide shall provide SLA metrics and performance reporting upon request.	☐	☐
51. Notify the County within twenty-four (24) hours of discovery of any actual or suspected cybersecurity incident, data breach, unauthorized access, or compromise involving County systems, payment data, or confidential information.	☐	☐

B. Understanding of Proposal

1. Customer Service

a. Discuss the customer service function and support model to include:

- i. How merchant and/or citizen inquiries are received and resolved
- ii. Customer support channels available plus hours of operation based on support type
- iii. Average response and resolution times
- iv. Escalation procedures, issue prioritization methods, ticketing and case management procedures
- v. Performance measurements and metrics used to track service calls, outstanding tickets, and customer satisfaction
- vi. Is the customer support function outsourced or performed in-house? Include an escalation contact list outlining detailed positions and responsibilities.

- vii. Will the County be assigned one main customer service representative that is familiar with the County account instead of going through a call center?
 - b. Does the service provider provide a regionally based support engineer as a single point of contact with a direct contact number? If no, please describe the geographical locations of the support engineers that will be available 24x7x365 for critical issues.
 - c. Does company provide a 15-minute guaranteed SLA response time for a senior engineer to begin working a critical issue? Is this available 24x7x365? If so, please describe.
2. Account Management
- a. Describe the methods used to notify the County of system outages, processing disruptions, reporting site unavailability, security incidents or any other events, planned or unplanned, that may impact payment processing.
 - b. Describe the methods, tools or account management practices used to ensure the County continuously optimizes payment processing costs and remains aligned with industry's best practices.
 - c. Describe procedures and controls used to ensure transactions qualify for the lowest eligible interchange category. Include information regarding interchange monitoring, reporting of downgraded transactions, notice of interchange qualification issues and recommendations to improve qualification rates and reduce processing costs.
 - d. Describe the ongoing support, feedback and recommendations provided to merchants to improve payment acceptance operations. Include strategies for reducing chargeback and fraud, enhancing operational efficiency, maintaining regulatory and PCI compliance, implementing system or process improvements and responding to card brand or industry rule changes.
 - e. Explain the process for adding new merchant locations, payment channels, and Merchant ID Number's, as well as the process for closing, consolidating, or modifying existing merchant accounts. Include implementation timelines, required documentation and approval processes.
 - f. Describe the process for resolving billing discrepancies, fee disputes, settlement variances, and invoice-related issues. Include escalation procedures, assigned points of contact, expected response and resolution timeframes, and any reporting available to assist in issue resolution.
3. Debit card processing
- a. Describe the service provider's experience providing debit card processing capabilities for government entities and large organizations. Include the debit networks supported as well as any specialized capabilities related to debit card acceptance across card-present, card-not-present, e-commerce, mobile and integrated payment channels.
 - b. Explain how debit transactions are routed to the lowest-cost eligible network while maintaining authorization performance, reliability, and compliance with card brand and regulatory requirements.
 - c. Describe the service provider's support for both PIN-based and PIN-less debit transactions across all payment channels, including in-person, online, mobile, and recurring payment environments. Identify any limitations or requirements with these processing options.
4. Charge-backs, Disputes, Refunds
- Describe system, processes and support services available for managing charge-backs disputes, fraud claims and refunds.
- a. Describe the end-to-end chargeback and dispute management process, including notification methods, case tracking, response submission, representment, arbitration, and final resolution. Include applicable timelines and service level expectations.
 - b. Describe the methods available for notifying County merchants of chargebacks, disputes, retrieval requests and related activities. Include electronic delivery options such as online portals, email notifications, or other system-generated alerts.
 - c. The County prefers electronic receipt, transmission, and management of all chargeback and dispute documentation. Describe how the proposed solution accommodates electronic workflows, including document upload capabilities, automated case management, status tracking, and reporting.

- d. The County requires monthly chargeback reporting covering a rolling 12-month period. Describe the standard and customizable reports available. At a minimum this monthly report should include all chargebacks itemized by Merchant ID Number as well as their status.

5. Value-Added Services

Describe additional value-added services, technologies, tools or products may enhance the County's payment acceptance environment, improve operational efficiency, strengthen security, increase revenue collection, reduce costs, and/or improve customer payment experience. Include pricing in the Fee Schedule (to be submitted in a separate sealed envelope).

C. Technical Merit

1. Information Technology Service

- a. Provide an organizational chart of your company's Information Technology group supporting the proposed solution. Identify key personnel, reporting relationships, roles, responsibilities and areas of expertise. Describe the resources dedicated to software development, infrastructure management, cybersecurity, systems integration, quality assurance, and technical support.
- b. Describe how the Information Technology Group has accommodated client-specific requirements, customized development requests, integrations, programming modifications, consulting services or other technology enhancements during the past two years. Discuss those specific client requests including client type, description of the request, services provided, development/implementation timeline, associated costs and the outcome.
- c. Describe the company's cybersecurity program and security governance framework. Indicate whether the proposed solution and supporting infrastructure undergo independent third-party penetration testing. Include the date of the most recent penetration test and frequency of testing. Provide a copy or summary of the report.
- d. What is the average system uptime? Is this regional or for the entire service area? How does the service provider define/calculate "uptime" and is there any exceptions, e.g. scheduled maintenance?
- e. State the total number of tier-3 support tickets closed in the past year as a service provider, and for the services under consideration. Do not include tickets related to consulting, managed services, etc.

2. Disaster Recovery/Contingency Plan

Provide a detailed description of the service provider's Disaster Recovery or Business Continuity Plan. The response should address the resiliency, redundancy, and recovery capabilities supporting merchant processing operations. Include details regarding primary and secondary data center locations, an explanation of "hot site" back up capabilities available in the event of a complete site failure, recovery time objectives for critical systems supporting payment processing, and the expected timeframe required to restore full operational capabilities based on the level of outage. Also include details regarding the frequency and scope of disaster recovery, business continuity and failover testing activities as well as the results of the most recent disaster recovery test.

3. PCI-DSS Compliance

Describe the service provider's compliance with current Payment Card Industry Data Security Standards (PCI-DSS) and related payment card security requirements. Include information regarding current PCI-DSS compliance status and validation level, copies of the most recent PCI Attestation of Compliance, Report on Compliance or other documentation demonstrating PCI-DSS compliance. Also include procedures for notifying clients of any changes to compliance status, security incidents, or data breaches that may affect cardholder data.

4. Tokenization

Describe the service provider's tokenization solution and the requirements for implementing and maintaining a tokenization program. Include the types of payment channels supported, technical resources or requirements needed from the County to implement tokenization, integration requirements

and compatibility with existing payment applications, gateways and third-party systems and procedures for token migration in the event the County transitions to another payment processor in the future.

5. Testing, Certification and Test System

- a. Describe any certification requirements for new or existing hardware, software, integrations, or payment applications used with the service provider's solution. Costs, if any, associated with this certification should be included in the fee schedule (in a separate sealed envelope).
- b. Describe the service provider's test and certification environment and the resources available to support development, testing, and ongoing maintenance. Include the availability (days/hours) of test environments, process for conducting test transactions, availability of test accounts, test cards and supported payment types, and any test reports, servers, or sandbox environments available.
- c. Describe the deployment, key management, and encryption services provided as part of the service provider's solution. Include whether these services are performed directly by the service provider or through a third party. Describe how maintenance/deployment processes are to be handled during the contract period including the procedures for software updates, hardware replacements, and encryption key management.
- d. The County requires the ability to integrate with the payment gateway using HTTPS POST requests, APIs, web services and other industry-standard integration methods. Describe the service provider's supported integration methods and protocols, available APIs and developer tools, authentication and security requirements, supported data formats for requests and responses, technical documentation and implementation support available to County staff and vendors, and any limitations or requirements related to connectivity, hosting, or system compatibility.

6. Processing Environment Authorizations

- a. Provide a schematic diagram of the proposed processing environment, a description of network connectivity, communication methods and transmission protocols utilized, plus any connections to payment networks, card brands, processors, gateways and other third-party service providers. Indicate if any of these services are performed by subcontractors or third parties.
- b. Describe any voice authorization services available as part of the solution including availability, information required to obtain authorization, and quality assurance and call monitoring practices.
- c. Provide a diagram of the service provider's processing environment including:
 - Communication type
 - Connections to networks
 - Associations
 - Redundancies
 - Current host processing system capacity
 - Current host processing system scalability
- d. Describe the authorization message formats, communication protocols, and integration standards supported by your solution.
- e. What communications protocol(s) does the service provider's system require or support?
- f. Who is responsible for providing communication equipment, routers, switches, etc. between the service provider's host and the County's merchants?
- g. Describe the procedure for acquisition of any hardware or software required to support the proposed processing solution.

7. Settlement Services

- a. Describe batch closing options, both automated and manual processes, available settlement schedules and cutoff times. What is the latest time transactions can be submitted for next business-day settlement?
- b. Describe how settlement and funding are handled for weekdays, weekends, and Federal or banking holidays. Include any assumptions, processing windows and expected funding timelines by payment type. Provide staggered settlement options and the availability of manual settlement options when

needed.

- c. Does the system have an automatic cutoff if a merchant does not perform an end-of-day batch close? If so, indicate the cutoff time and describe the process. Does the service provider provide batch reconciliation services for unresolved or out-of-balance transactions? If yes, describe the process and how reconciliation results, exceptions, and settlement issues are communicated to merchants.
- d. Describe the settlement notification options available by payment type.

8. Compliance

Provide documentation demonstrating the service provider's compliance, operational controls, and financial stability. Include a copy of the service provider's most recent SOC 1 Type II and/or SOC 2 Type II report, or equivalent independent audit report and a copy of the service provider's latest SAS70 Audit and 2025 Annual Report.

D. Implementation & Project Management Requirements

Provide a comprehensive implementation and conversion plan detailing how your organization will ensure a seamless, secure and successful transition of Gwinnett County's merchant processing services should your company be selected. Include at a minimum a detailed project timeline, the implementation team supporting both remotely and on-site, training plans for end-users, testing procedures prior to deployment and risk mitigation strategies. Vendors should also describe any resources, information, or support required from Gwinnett County to facilitate successful implementation.

E. References

Gwinnett County requires that a minimum of three (3) references be submitted for work performed for clients similar in both size, scope and complexity of the County. Public sector references are preferred.

For each reference include the organization name, type, size of organization and scope of services provided, contact information (phone number and e-mail), number of merchant locations, length of business relationship, annual transaction and sales volume and name of relationship manager assigned. Please make sure the reference contact information is correct.

F. Cost Proposal & Project Implementation Cost Schedules

Within the sealed proposal package, the **"cost proposal"** should be enclosed in a separate sealed envelope to from the technical proposal and marked with your company name, the proposal number and labeled **"PROPOSAL FEE AND PROJECT IMPLEMENTATION COST SCHEDULES."** Proposals sent via facsimile or e-mail will not be considered.

SECTION III: SELECTION PROCESS

Proposals will be evaluated based on the relative responsiveness to the criteria described above and with the following values assigned:

Criteria		Points
Phase I		
A.	Qualifications and Scope of Services	10
B.	Understanding of Proposal	30
C.	Technical Merit	30
D.	Implementation & Project Management Requirements	10
E.	References	10
Sub-Total/Points		90 points
Phase II		
Cost (to be submitted separately in a sealed envelope)		10 points
Phase III		
Optional Interview		10 points
Total Points		110 points

Basis of Short-Listing / Selection

Phase I – Initially, proposals will be evaluated based on their relative responsiveness to the criteria described above and will be scored based on the point values as shown.

Phase II – Service providers may be short-listed for further consideration. The Cost Proposals of the short-listed service providers from Part I will be opened, reviewed, and scored with the lowest cost receiving the most points and the other service providers receiving proportional points based on the differences in proposal costs.

Phase III – At Gwinnett’s discretion, or as deemed in Gwinnett's best interest, service providers may be short-listed a second time for an interview/demonstration. At this time, Gwinnett may request further information, explanations, clarifications, presentations, interviews, demonstrations, or meetings with some or all of the remaining service providers.

If interviews are necessary for selection, evaluation will be performed using a 0–10-point scoring system. All presentations/interviews will be the sole responsibility of the proposing service providers and at no cost to Gwinnett.

If an agreement with the highest ranked service provider cannot be reached, Gwinnett may then negotiate with the second-ranked service provider and so on until a satisfactory agreement has been reached.

Gwinnett reserves the right to cancel the Request for Proposal for any reason and at any point in the selection process if deemed appropriate by Gwinnett.

**(SUBMIT IN A SEPARATE SEALED ENVELOPE)
PROPOSAL FEE SCHEDULE**

PRICING YEAR 1 (January 1, 2027 – December 31, 2027)

Using the volume and transaction data provided, calculate total annual fees. Include the percentage and dollar value used in calculating fees. Include any ancillary monthly fees required for normal maintenance of account MID, reports, internet access, chargebacks, PCI-DSS compliance, etc.

Typical Monthly Transaction Volume (Assumptions)			
Network	Amount	Transactions	Average Ticket
Discover	\$362,997.86	4,438	\$81.79
Interlink	\$41,293.43	180	\$229.41
Mastercard	\$8,163,136.29	44,899	\$181.81
NYCE POS Debit	\$299.00	2	\$149.50
Pulse Regional POS Debit	\$12,472.00	46	\$271.13
Visa	\$13,011,215.26	114,430	\$113.70
American Express	\$1,463,502.68	12,701	\$115.23
ECheck	\$515,320.04	91	\$5,662.86

Pricing Model (please place "X" in one)

Interchange-Plus _____
 Subscription _____
 Tiered _____
 Flat-Rate _____

Transactional Card Payment Fees

Processor's Rate Markup _____ %
 Authorization Fee Per Item \$ _____

Scheduled Card Payment Fees

Monthly \$ _____
 Annual \$ _____
 Statement \$ _____
 Online Reporting \$ _____
 Monthly Minimum \$ _____
 Terminal/Equipment \$ _____
 POS Software \$ _____
 Payment Gateway \$ _____
 PCI Compliance \$ _____
 IRS Reporting \$ _____

Incidental Fees

Application\Setup \$ _____
 Early Termination \$ _____
 Account Closure \$ _____
 Address Verification Service \$ _____
 Voice Authorization \$ _____
 Retrieval Request \$ _____
 Chargeback \$ _____
 Batch \$ _____
 Non-Sufficient Funds \$ _____
 PCI Compliance \$ _____

SERVICE PROVIDER NAME _____

**(SUBMIT IN A SEPARATE SEALED ENVELOPE)
PROPOSAL FEE SCHEDULE**

PRICING YEAR 2 (January 1, 2028 – December 31, 2028)

Using the volume and transaction data provided, calculate total annual fees. Include the percentage and dollar value used in calculating fees. Include any ancillary monthly fees required for normal maintenance of account MID, reports, internet access, chargebacks, PCI-DSS compliance, etc.

Typical Monthly Transaction Volume (Assumptions)			
Network	Amount	Transactions	Average Ticket
Discover	\$362,997.86	4,438	\$81.79
Interlink	\$41,293.43	180	\$229.41
Mastercard	\$8,163,136.29	44,899	\$181.81
NYCE POS Debit	\$299.00	2	\$149.50
Pulse Regional POS Debit	\$12,472.00	46	\$271.13
Visa	\$13,011,215.26	114,430	\$113.70
American Express	\$1,463,502.68	12,701	\$115.23
ECheck	\$515,320.04	91	\$5,662.86

Pricing Model (please place "X" in one)

Interchange-Plus _____
 Subscription _____
 Tiered _____
 Flat-Rate _____

Transactional Card Payment Fees

Processor's Rate Markup _____ %
 Authorization Fee Per Item \$ _____

Scheduled Card Payment Fees

Monthly \$ _____
 Annual \$ _____
 Statement \$ _____
 Online Reporting \$ _____
 Monthly Minimum \$ _____
 Terminal/Equipment \$ _____
 POS Software \$ _____
 Payment Gateway \$ _____
 PCI Compliance \$ _____
 IRS Reporting \$ _____

Incidental Fees

Application\Setup \$ _____
 Early Termination \$ _____
 Account Closure \$ _____
 Address Verification Service \$ _____
 Voice Authorization \$ _____
 Retrieval Request \$ _____
 Chargeback \$ _____
 Batch \$ _____
 Non-Sufficient Funds \$ _____
 PCI Compliance \$ _____

SERVICE PROVIDER NAME _____

**(SUBMIT IN A SEPARATE SEALED ENVELOPE)
PROPOSAL FEE SCHEDULE**

PRICING YEAR 3 (January 1, 2029 – December 31, 2029)

Using the volume and transaction data provided, calculate total annual fees. Include the percentage and dollar value used in calculating fees. Include any ancillary monthly fees required for normal maintenance of account MID, reports, internet access, chargebacks, PCI-DSS compliance, etc.

Typical Monthly Transaction Volume (Assumptions)			
Network	Amount	Transactions	Average Ticket
Discover	\$362,997.86	4,438	\$81.79
Interlink	\$41,293.43	180	\$229.41
Mastercard	\$8,163,136.29	44,899	\$181.81
NYCE POS Debit	\$299.00	2	\$149.50
Pulse Regional POS Debit	\$12,472.00	46	\$271.13
Visa	\$13,011,215.26	114,430	\$113.70
American Express	\$1,463,502.68	12,701	\$115.23
ECheck	\$515,320.04	91	\$5,662.86

Pricing Model (please place "X" in one)

Interchange-Plus _____
 Subscription _____
 Tiered _____
 Flat-Rate _____

Transactional Card Payment Fees

Processor's Rate Markup _____ %
 Authorization Fee Per Item \$ _____

Scheduled Card Payment Fees

Monthly \$ _____
 Annual \$ _____
 Statement \$ _____
 Online Reporting \$ _____
 Monthly Minimum \$ _____
 Terminal/Equipment \$ _____
 POS Software \$ _____
 Payment Gateway \$ _____
 PCI Compliance \$ _____
 IRS Reporting \$ _____

Incidental Fees

Application\Setup \$ _____
 Early Termination \$ _____
 Account Closure \$ _____
 Address Verification Service \$ _____
 Voice Authorization \$ _____
 Retrieval Request \$ _____
 Chargeback \$ _____
 Batch \$ _____
 Non-Sufficient Funds \$ _____
 PCI Compliance \$ _____

SERVICE PROVIDER NAME _____

**(SUBMIT IN A SEPARATE SEALED ENVELOPE)
PROPOSAL FEE SCHEDULE**

PRICING YEAR 4 (January 1, 2030 – December 31, 2030)

Using the volume and transaction data provided, calculate total annual fees. Include the percentage and dollar value used in calculating fees. Include any ancillary monthly fees required for normal maintenance of account MID, reports, internet access, chargebacks, PCI-DSS compliance, etc.

Typical Monthly Transaction Volume (Assumptions)			
Network	Amount	Transactions	Average Ticket
Discover	\$362,997.86	4,438	\$81.79
Interlink	\$41,293.43	180	\$229.41
Mastercard	\$8,163,136.29	44,899	\$181.81
NYCE POS Debit	\$299.00	2	\$149.50
Pulse Regional POS Debit	\$12,472.00	46	\$271.13
Visa	\$13,011,215.26	114,430	\$113.70
American Express	\$1,463,502.68	12,701	\$115.23
ECHECK	\$515,320.04	91	\$5,662.86

Pricing Model (please place "X" in one)

Interchange-Plus _____
 Subscription _____
 Tiered _____
 Flat-Rate _____

Transactional Card Payment Fees

Processor's Rate Markup _____ %
 Authorization Fee Per Item \$ _____

Scheduled Card Payment Fees

Monthly \$ _____
 Annual \$ _____
 Statement \$ _____
 Online Reporting \$ _____
 Monthly Minimum \$ _____
 Terminal/Equipment \$ _____
 POS Software \$ _____
 Payment Gateway \$ _____
 PCI Compliance \$ _____
 IRS Reporting \$ _____

Incidental Fees

Application\Setup \$ _____
 Early Termination \$ _____
 Account Closure \$ _____
 Address Verification Service \$ _____
 Voice Authorization \$ _____
 Retrieval Request \$ _____
 Chargeback \$ _____
 Batch \$ _____
 Non-Sufficient Funds \$ _____
 PCI Compliance \$ _____

SERVICE PROVIDER NAME _____

**(SUBMIT IN A SEPARATE SEALED ENVELOPE)
PROPOSAL FEE SCHEDULE**

PRICING YEAR 5 (January 1, 2031 – December 31, 2031)

Using the volume and transaction data provided, calculate total annual fees. Include the percentage and dollar value used in calculating fees. Include any ancillary monthly fees required for normal maintenance of account MID, reports, internet access, chargebacks, PCI-DSS compliance, etc.

Typical Monthly Transaction Volume (Assumptions)			
Network	Amount	Transactions	Average Ticket
Discover	\$362,997.86	4,438	\$81.79
Interlink	\$41,293.43	180	\$229.41
Mastercard	\$8,163,136.29	44,899	\$181.81
NYCE POS Debit	\$299.00	2	\$149.50
Pulse Regional POS Debit	\$12,472.00	46	\$271.13
Visa	\$13,011,215.26	114,430	\$113.70
American Express	\$1,463,502.68	12,701	\$115.23
ECheck	\$515,320.04	91	\$5,662.86

Pricing Model (please place "X" in one)

Interchange-Plus _____
 Subscription _____
 Tiered _____
 Flat-Rate _____

Transactional Card Payment Fees

Processor's Rate Markup _____ %
 Authorization Fee Per Item \$ _____

Scheduled Card Payment Fees

Monthly \$ _____
 Annual \$ _____
 Statement \$ _____
 Online Reporting \$ _____
 Monthly Minimum \$ _____
 Terminal/Equipment \$ _____
 POS Software \$ _____
 Payment Gateway \$ _____
 PCI Compliance \$ _____
 IRS Reporting \$ _____

Incidental Fees

Application\Setup \$ _____
 Early Termination \$ _____
 Account Closure \$ _____
 Address Verification Service \$ _____
 Voice Authorization \$ _____
 Retrieval Request \$ _____
 Chargeback \$ _____
 Batch \$ _____
 Non-Sufficient Funds \$ _____
 PCI Compliance \$ _____

SERVICE PROVIDER NAME _____

FAILURE TO RETURN THIS PAGE AS PART OF YOUR PROPOSAL MAY RESULT IN REJECTION OF PROPOSAL.

SERVICE PROVIDER INFORMATION

Please include this page as part of the proposal document and NOT with the Fee Proposal

The services to be performed under this Agreement shall commence on January 1, 2027 or upon approval by the Board of Commissioners. The initial term of this Agreement shall be through December 31, 2027. This contract will terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the County under the contract. In addition, the County has the sole right to terminate this contract absolutely and without further obligation on its part at the close of the calendar year in which it was executed and at the close of each succeeding calendar year for which it may be renewed. The contract shall automatically renew unless positive action is taken by the County to terminate the contract for a **total lifetime Agreement term of five (5) years**, upon the same terms and conditions.

The services to be provided under this Agreement shall commence on January 1, 2027, or upon final execution of the contract document. The initial term of this Agreement shall be through December 31, 2027. This Agreement shall terminate absolutely and without further obligation on the part of the County at the close of the calendar year of execution and at the close of each succeeding calendar year of renewal, if renewed. This Agreement shall be automatically renewed upon the same terms and conditions unless the County terminates the Agreement on the day of the close of the calendar year in which it was executed or within sixty (60) days after the day of the close of the calendar year of execution or of each succeeding calendar year for which it may be renewed, for a total lifetime obligation of five (5) years. If applicable, title to any supplies, materials, equipment or other personal property shall remain in the service provider until fully paid for by the County. In addition, this Agreement will terminate immediately and absolutely when appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the County under the Agreement. Any obligation of the County hereunder is only for such sums payable during the calendar year of execution or each calendar year of renewal, if renewed.

Certification Of Non-Collusion in Bid Preparation _____
Signature _____ Date _____

Service Provider has examined the proposal package, and following addenda:

No. _____ Dated _____ No. _____ Dated _____
No. _____ Dated _____ No. _____ Dated _____

In compliance with the attached specifications, the undersigned offers and agrees, if this quote is accepted by the Board of Commissioners within one hundred twenty (120) days of the date of quote opening, to furnish any or all of the items upon which prices are quoted, at the price set opposite each item, delivered to the designated point(s) within the time specified in the quote schedule. By submission of this proposal, I understand that Gwinnett County uses Electronic Payments for remittance of goods and services. Service providers should select their preferred method of electronic payment upon notice of award. For more information on electronic payments, please refer to the [Electronic Payment](#) information in the instructions to vendors.

Legal Business Name _____

Address _____

Does your company currently have a location within Gwinnett County? Yes ☐ No ☐

Representative Signature _____ Printed Name _____

Telephone Number _____ E-mail address _____

FAILURE TO RETURN THIS PAGE AS PART OF YOUR PROPOSAL MAY RESULT IN REJECTION OF PROPOSAL.

REFERENCES

Service Provider shall include at least three (3) references for public sector clients similar in both size and scope as that of Gwinnett County. If public sector clients are not serviced, corporate clients that are similar in size and scope of service may be utilized.

1. Name of Entity _____
Size of Entity _____
Total Sales \$ _____ Total Volume _____
Number of Merchants _____ Length of Time _____
Contact Person _____ Telephone _____
E-Mail Address _____
2. Name of Entity _____
Size of Entity _____
Total Sales \$ _____ Total Volume _____
Number of Merchants _____ Length of Time _____
Contact Person _____ Telephone _____
E-Mail Address _____
3. Name of Entity _____
Size of Entity _____
Total Sales \$ _____ Total Volume _____
Number of Merchants _____ Length of Time _____
Contact Person _____ Telephone _____
E-Mail Address _____

SERVICE PROVIDER NAME _____



GWINNETT COUNTY
FINANCIAL SERVICES | RISK MANAGEMENT

PROFESSIONAL SERVICES INSURANCE REQUIREMENTS (FOR PROJECTS LESS THAN \$5,000,000)

Insurance:

Contractor shall provide evidence of insurance for at least the coverage and amounts set forth below. All insurance shall be maintained in the form and with a company (or companies) satisfactory to the Gwinnett County Board of Commissioners. The Contractor and their Subcontractor's/Vendor's Certificate of Insurance shall require that the County be notified in writing thirty (30) days prior to cancellation, modification or non-renewal of any insurance policy listed on Certificate. Upon request, Contractor shall provide the County with certified copies of all required insurance policies.

A. Minimum Coverage

Commercial General Liability (Occurrence Form):

General Aggregate (other than Prod/Comp Ops Liability)	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal & Advertising Injury Liability	\$1,000,000
Each Occurrence	\$1,000,000

- Gwinnett County Board of Commissioners to be named as Additional Insured
- Additional Insured Endorsement CG 20 10 (edition dates of 07/04, 04/13, 12/19 or a substitute endorsement providing equivalent coverage) and CG 2037 (edition dates of 07/04, 04/13, 12/19 or a substitute endorsement providing equivalent coverage) must be provided with your Certificate of Insurance.)
- Primary and Non-Contributory Endorsement to be specified in writing
- Dedicated Limits per Project Site or Location (CG 25 03 or CG 25 04)
- Contractual Liability
- Broad Form Property Damage
- Severability of Interest
- Underground, explosion, and collapse coverage
- Personal Injury (deleting both contractual and employee exclusions)
- Incidental Medical Malpractice
- Hostile Fire Pollution Wording
- Include Waiver of Subrogation in favor of Gwinnett County Board of Commissioners
- If project or operations are within 50 ft of a railroad, Contractor is required to name the specific Railroad as an Additional Insured and provide a copy of the Additional Insured Endorsement CG2417 or its equivalent.
- In the event the General Liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the

effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of five (5) years or applicable statute of limitation period following completion of the work.

Automobile Liability to include:

Combined Single Limit – Each Accident \$1,000,000

- Comprehensive form providing coverage for bodily injury, death of any person, and property damage arising out of the ownership, maintenance, and use of all owned, non-owned, leased, hired, borrowed vehicles, and any other statutorily required automobile coverage.
- Gwinnett County Board of Commissioners to be named as Additional Insured
- Additional Insured Endorsements must be provided with the Certificate of Insurance
- Coverage to include loading and unloading
- Contractual Liability

Worker's Compensation & Employer's Liability Coverage to include:

Workers Compensation	Georgia State Statutory Limits
Employers Liability	
Bodily Injury by Accident – Each Accident	\$ 500,000
Bodily Injury by Disease – Policy Limit	\$ 500,000
Bodily Injury by Disease – Each Employee	\$ 500,000

- Waiver of Subrogation in favor of Gwinnett County Board of Commissioners

Umbrella/Excess Liability Insurance with policy limits as determined by Contract Sums (higher limits may be required depending on the extent of contract):

Each Occurrence and Aggregate Limit \$1,000,000

- Gwinnett County Board of Commissioners to be named as Additional Insured
- Additional Insured Endorsements must be provided with the Certificate of Insurance
- Concurrency of Effective Dates with Primary
- Blanket Contractual Liability
- Drop Down Feature
- Umbrella Policy must be as broad as the primary policy.
- Coverage excess over General Liability, Business Auto Liability, and Employers Liability
- In the event the Umbrella/Excess Liability insurance required by this Contract is written on a claims- made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of five (5) years or applicable statute of limitation period following completion of the work.

Builder's Risk Insurance or Installation Floater Insurance (with the exception for work where the County secures project Builders Risk):

On all new structures, bridges, overpasses, culverts, and railroad crossings, the Contractor shall purchase and maintain insurance in an amount sufficient to cover the full contract amount, from a company licensed, and authorized to do business by the Office of the Insurance and Safety Fire Commissioner of Georgia ("Insurance Commissioner"), with the exception of non-admitted carriers, in which case the broker placing coverage should be licensed by the Insurance

Commissioner. All agents placing coverage should be licensed by the Insurance Commissioner, either as a resident or non-resident.

Property Insurance:

The Contractor is fully and solely responsible for any physical loss or damage to all tools, equipment, construction office trailers and their contents, vehicles or any other personal property utilized in the performance of the Contractor's work. Contractor agrees to waive its rights of recovery and cause its insurers, if any, to waive their rights of subrogation against Owner and Company for any such damage or loss, however caused.

Professional Liability (Errors and Omissions): Claim/Wrongful

Act: \$1,000,000 limit of insurance General Aggregate: \$2,000,000
limit of insurance

- In the event that any professional liability insurance required by this Contract is written on a claims- made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained, or an extended discovery period will be exercised for a period of five (5) years or applicable statute of limitation period following completion of the work, unless such coverage becomes unavailable in the market on a commercially reasonable basis, in which case the Contractor shall notify the Insurance Manager. If the Director of the Department for which the Contractor is doing the work and the Insurance Manager both agree that such coverage is not commercially reasonably available (such agreement not to be unreasonably withheld), the Contractor may for the period such coverage is not commercially reasonably available, elect not to provide such coverage.

Pollution Liability Insurance: Applies if scope of work requires the handling and/or transportation of hazardous materials including, but not limited to, asbestos, lead, silica, contaminated soil, or any other hazardous material as defined by applicable law. Could add "or scope of work involves grading, concrete, de-watering, underground utilities, exterior insulation and finish systems (EIFS); fire protection; HVAC; plumbing; roofing; exterior siding, stucco, or skin of any type, flashing, installation of skylights, windows, storefronts, or exterior doors; waterproofing, exterior sheet metal; rough carpentry; or any other trades as The County may designate", then the following Pollution Liability Insurance shall meet or exceed the following minimum requirements: Per

Incident Limit	\$1,000,000
Aggregate Limit	\$2,000,000

- Limits for Bodily Injury, Property Damage, Environmental Damage or Clean-Up Costs, including coverage for Non-Owned Disposal Sites.
- For Subcontractors whose scope of work includes transportation of hazardous materials, the insurance must also include coverage for pollution conditions arising from the transportation of hazardous materials.
- Whether written on an "Occurrence" basis or on a "Claims Made" basis, coverage shall either be renewed continuously or shall provide an extended claims reporting period of five (5) years or applicable statute of limitation period following completion of the work.
- Gwinnett County and their respective officers, directors and employees, and any other parties required by The County shall be Additional Insureds during the term of the subcontract agreement and through all applicable statutes of limitation and repose.
- Additional Insured Endorsements must be provided with the Certificate of Insurance
- The policy shall stipulate the insurance afforded to the Additional Insureds applies as primary insurance and that any other insurance carried by the Additional Insureds will be excess only.

Crane Insurance: Applies if any work to be performed involves the use of any owned, leased, chartered, or hired crane of any type:

Occurrence Limit \$5,000,000

- Evidence of coverage in the form of a Certificate of Insurance shall be provided to The County prior to start of work.
- Gwinnett County Board of Commissioners and their respective officers, directors and employees, and any other parties required by the County shall be Additional Insureds.
- Additional Insured Endorsements must be provided with the Certificate of Insurance

Riggers Liability Insurance:

If any work to be performed involves the rigging, lifting, lowering or moving of property or equipment, then those parties performing such work shall carry Rigger's Liability Insurance in an amount adequate to insure against the physical loss or damage to the property or equipment in its care.

Crime or Fidelity Insurance:

Limit of Insurance \$1,000,000

- The Contractor shall maintain employee dishonesty and computer fraud coverage including, but not limited to, dishonest acts of Contractor, its employees, agents, subcontractors and anyone under Contractor's supervision or control.
- Contractor shall be liable for money, securities, or other property of County
- Such coverage shall include an owner coverage endorsement for County and County shall be included as a loss payee.

Cyber Liability Insurance: Applies if scope of work includes the storage or transfer of any County data or sensitive data, including but not limited to personally identifiable, health, or payment card data or the related hosting of database(s) or internet site(s):

Limit of Insurance per Claim \$1,000,000

Aggregate Limit \$1,000,000

- The Contractor shall maintain insurance coverage for network security and privacy risks, including, but not limited to, insurance for data breach or introduction of virus or malicious codes, consumer notification, whether or not required by law, forensic investigation, public relations and crisis management and credit or identity monitoring or similar remediation services, unauthorized access, failure of security information theft, damage to destruction of or alteration of electronic information, breach of privacy perils, wrongful disclosure and release of private information, collection, or other negligence in the handling of confidential information, and including coverage for related regulatory fines, defenses, and penalties allowed by law.

Aviation Insurance: Applies if scope of work requires the use of aircraft, including helicopters, unmanned aircraft systems (e.g., drones) and/or fixed-wing aircraft:

Maintain (or require aircraft owner or operator to maintain), and Contractor shall furnish proof of Aircraft Liability insurance with minimum limits of \$10,000,000 per occurrence for bodily injury and property damage of all aircraft.

Unmanned aircraft systems, minimum limits of \$2,000,000 for bodily injury, property damage, and personal injury (including invasion of privacy) for unmanned aircraft systems, and guest voluntary settlement bodily injury coverage (for any aircraft except unmanned aircraft systems)

- Such policy shall include contractual liability covering all owned and non-owned aircraft
- If the party providing the Aircraft Liability insurance is not Contractor, then Contractor shall

require such party to (a) waive any subrogation rights of recovery they and/or their insurance carriers may have against County and any other indemnified parties and (b) name County and such other parties as Additional Insureds

- The Contractor shall (or shall require aircraft owner or operator) to hire, employ, and utilize pilots certified by the Federal Aviation Administration to operate any such aircraft.

- B. Gwinnett County Board of Commissioners (and any applicable Authority) must be specified in writing as an additional insured on General Liability, Auto Liability, Umbrella Liability, Pollution, Crane and Aviation (if applicable) policies.
- C. Gwinnett County should be provided with a minimum of 30 days advance written notice of cancellation, material change, or non-renewal of policies required by the contract.
- D. Certificate Holder should read:
Gwinnett County Board of Commissioners 75 Langley
Drive
Lawrenceville, GA 30046-6935
- E. Insurance Company, except Worker' Compensation carrier, must have an A.M. Best Rating of A-10 or higher. Certain Workers' Comp funds may be acceptable by the approval of the Insurance Unit. European markets including those based in London and domestic surplus lines markets that operate on a non-admitted basis are exempt from this requirement provided that the contractor's broker/agent can provide financial data to establish that a market is equal to or exceeds the financial strengths associated with the A.M. Best's rating of A-10 or better.
- F. Insurance companies providing coverage should be licensed, and authorized to do business by the Office of the Insurance and Safety Fire Commissioner of Georgia ("Insurance Commissioner"), with the exception of non- admitted carriers, in which case the broker placing coverage should be licensed by the Insurance Commissioner. All agents placing coverage should be licensed by the Insurance Commissioner, either as a resident or non- resident.

*See above note regarding Professional Liability

- G. Certificates of Insurance, and any subsequent renewals, must reference each corresponding bid/contract by project name and project/bid number.
- H. The Contractor shall agree to provide complete certified copies of current insurance policy(ies) or a certified letter from the insurance company(ies) if requested by the County to verify compliance with these insurance requirements.
- I. All insurance coverage required to be provided by the Contractor will state that it is primary over any insurance program carried by the County.
- J. Contractor shall incorporate a copy of the insurance requirements as herein provided in each and every subcontract with each and every Subcontractor in any tier and shall require each and every Subcontractor of any tier to comply with all such requirements. Contractor agrees that if for any reason Subcontractor fails to procure and maintain insurance as required, all such required Insurance shall be procured and maintained by Contractor at Contractor's expense.
- K. No Contractor or Subcontractor shall commence any work of any kind under this Contract until all insurance requirements contained in this Contract have been complied with and until evidence of such compliance satisfactory to Gwinnett County as to form and content has been filed with Gwinnett County. The ACORD Certificate of Insurance or a preapproved substitute is the required form in all cases where reference is made to a Certificate of Insurance or an approved substitute.

- L. The Contractor and its insurer(s) shall agree to waive all rights of subrogation against the County, the Board of Commissioners, its officers, officials, employees, and volunteers from losses arising from work performed by the contractor for the County.
- M. Special Form Contractors' Equipment and Contents Insurance covering owned, used, and leased equipment, tools, supplies, and contents is required to perform the services called for in the Contract. The coverage must be on a replacement cost basis. The County will be included as a Loss Payee in this coverage for County owned equipment, tools, supplies, and contents.
- N. The Contractor shall make available to the County, through its records or records of its insurer, information regarding any claim related to a County project. Any loss run information available from the contractor or their insurer relating to a County project shall be made available to the County upon its request.
- O. Compliance by the Contractor and all Subcontractors with the foregoing insurance requirements shall not relieve the Contractor and Subcontractors of liability under the Contract and any applicable law.
- P. The Contractor and all Subcontractors are to comply with the Occupational Safety and Health Act of 1970, Public Law 91-956, and any other laws that may apply to this Contract.
- Q. The Contractor shall at a minimum apply risk management practices accepted by the Contractor's industry.
- R. The Contractor shall advise the County if required limits of insurance become eroded or impaired.

Surety Bonds (if required)

All of the surety requirements will stay the same except the Surety Company must have the same rating as set forth in item E above.

GENERAL CONDITIONS
To Service Provider AGREEMENT

Article

- 1 Definitions
- 2 Contract Documents
- 3 Changes and Extra Work
- 4 Personnel and Equipment
- 5 Accuracy of Work
- 6 Findings Confidential
- 7 Termination of Agreement for Cause
- 8 Termination for Convenience of the COUNTY
- 9 SERVICE PROVIDER to Cooperate with other SERVICE PROVIDERS
- 10 Indemnification
- 11 Covenant Against Contingent Fees
- 12 Insurance
- 13 Prohibited Interests
- 14 Subcontracting
- 15 Assignability
- 16 Equal Employment Opportunity
- 17 Anti-Kickback Clause
- 18 Audits and Inspectors
- 19 Ownership, Publication, Reproduction and Use
- 20 Verbal Agreement or Conversation
- 21 Independent Service provider
- 22 Notices

1 DEFINITIONS

Wherever used in this Agreement, whether in the singular or in the plural, the following terms shall have the following meanings:

- 1.1 COUNTY-means Gwinnett County, Georgia, a political subdivision of the State of Georgia.
- 1.2 SUPPLEMENTAL AGREEMENT-means a written order to SERVICE PROVIDER signed by COUNTY and accepted by SERVICE PROVIDER, effecting an addition, deletion or revision in the Work, or an adjustment in the Agreement Price or the Contract Time, issued after execution of this Agreement.
- 1.3 CONTRACT-means the Agreement Documents specifically identified and incorporated herein by reference in Section 2, CONTRACT DOCUMENTS.
- 1.4 AGREEMENT EXECUTION-means the date on which SERVICE PROVIDER executes and enters into an Agreement with the COUNTY to perform the Work.
- 1.5 AGREEMENT PRICE-means the total monies, adjusted in accordance with any provision herein, payable to the SERVICE PROVIDER under this Agreement.
- 1.6 CONTRACT TIME-means the period of time stated in this Agreement for the completion of the Work.
- 1.7 SERVICE PROVIDER-means the party or parties contracting directly with the COUNTY to perform Work pursuant to this Agreement.
- 1.8 DEPARTMENT- means the Director or designee of requesting department(s) named in this solicitation.
- 1.9 DRAWINGS-means collectively, all the drawings, receipt of which is acknowledged by the COUNTY, listed in this Agreement, and also such supplementary drawings as the SERVICE PROVIDER may issue from time to time in order to clarify or explain such drawing or to show details which are not shown thereon.
- 1.10 SPECIFICATIONS-means the written technical provisions including all appendices thereto, both general and specific, which form a part of the Agreement Documents.
- 1.11 SUBSERVICE PROVIDER-means any person, firm, partnership, joint venture, company, corporation, or entity having a contractual agreement with SERVICE PROVIDER or with any of its subservice providers at any tier to provide a part of the Work called for by this Agreement.
- 1.12 WORK-means any and all obligations, duties and responsibilities, including furnishing equipment, engineering, design, workmanship, labor and any other services or things necessary to the successful completion of the Project, assigned to or undertaken by SERVICE PROVIDER under this Agreement.
- 1.13 LIAISON-Representative of the COUNTY who shall act as Liaison between the County and the SERVICE PROVIDER for all matters pertaining to this Agreement, including review of SERVICE PROVIDER'S plans and work.

2 CONTRACT DOCUMENTS

2.1 LIST OF DOCUMENTS

The Agreement, any required bonds, the General Conditions, the Appendices, the Detailed Scope of Work, the Specifications, the Drawings, the Exhibits, and all Agreement Supplemental Agreements shall constitute the Agreement Documents.

2.2 CONFLICT AND PRECEDENCE

2.2.1 The Agreement Documents are complementary, and what is called for by one is as binding as if called for by all. In the event there are any conflicting provisions or requirements in the component parts of this Agreement, the several Agreement Documents shall take precedence in the following order:

1. Supplemental Agreements
2. Agreement
3. General Conditions
4. Detailed Scope of Work
5. Specifications
6. Drawings

3 CHANGES AND EXTRA WORK

The COUNTY may, at any time, request changes in the work to be performed hereunder. All such changes, including any increase or decrease in the amount of the SERVICE PROVIDER'S compensation, which are mutually agreed upon by and between the COUNTY and the SERVICE PROVIDER, shall be incorporated in written Supplemental Agreements to the Agreement.

4 PERSONNEL AND EQUIPMENT

The SERVICE PROVIDER represents that it has secured or will secure, at its own expense, all personnel necessary to complete this Agreement; none of whom shall be employees of, or have any contractual relationship with, the COUNTY. Primary liaison with the COUNTY will be through its designee. All of the services required hereunder will be performed by the SERVICE PROVIDER under its supervision, and all personnel engaged in the work shall be fully qualified and shall be authorized or permitted under law to perform such services.

The SERVICE PROVIDER shall employ only persons duly registered in the appropriate category in responsible charge of supervision and design of the work; and further shall employ only qualified surveyors in responsible charge of any survey work.

The SERVICE PROVIDER shall endorse all reports, contract plans, and survey data. Such endorsements shall be made by a person duly registered in the appropriate category by the Georgia State Board of Registration, being in the full employ of the SERVICE PROVIDER and responsible for the work prescribed by this Agreement.

5 ACCURACY OF WORK

The SERVICE PROVIDER shall be responsible for the accuracy of the work and shall promptly correct errors and omissions in its plans and specifications without additional compensations.

Acceptance of the work by the COUNTY will not relieve the SERVICE PROVIDER of the responsibility for subsequent correction of any errors and the clarification of any ambiguities.

6 FINDINGS CONFIDENTIAL

The SERVICE PROVIDER agrees that its conclusions and any reports are for the confidential information of the COUNTY and that it will not disclose its conclusions in whole or in part to any persons whatsoever, other than to submit its written documentation to the COUNTY, and will only discuss the same with it or its authorized representatives. Upon completion of this Agreement term, all documents, reports, maps, data and studies prepared by the SERVICE PROVIDER pursuant thereto shall become the property of the COUNTY and be delivered to the DEPARTMENT.

Articles, papers, bulletins, reports, or other materials reporting the plans, progress, analyses, or results and findings of the work conducted under this Agreement shall not be presented publicly or published without prior approval in writing of the COUNTY.

It is further agreed that if any information concerning the PROJECT, its conduct, results, or data gathered or processed should be released by the SERVICE PROVIDER without prior approval from the COUNTY, the release of same shall constitute grounds for termination of this Agreement without indemnity to the SERVICE PROVIDER, but should any such information be released by the COUNTY or by the SERVICE PROVIDER with such prior written approval, the same shall be regarded as public information and no longer subject to the restrictions of this Agreement.

7 TERMINATION OF AGREEMENT FOR CAUSE

If through any cause the SERVICE PROVIDER shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if the SERVICE PROVIDER shall violate any of the covenants, agreements or stipulations of this Agreement, the COUNTY shall thereupon have the right to terminate this Agreement by giving written notice to the SERVICE PROVIDER of such termination, and specifying the effective date thereof, at least ten (10) days before the effective date of such termination. Failure to maintain the scheduled level of effort as proposed and prescribed, or deviation from the aforesaid scheduler without prior approval of the COUNTY shall constitute cause for termination. In such event, all finished or unfinished documents, maps, data, studies, work papers and reports prepared by the SERVICE PROVIDER under this Agreement shall become the property of the COUNTY, and the SERVICE PROVIDER shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents, as determined by the COUNTY.

8 TERMINATION FOR CONVENIENCE OF THE COUNTY

The COUNTY may terminate this Agreement for its convenience at any time upon 30 days notice in writing to the SERVICE PROVIDER. If the Agreement is terminated by the COUNTY as provided in this Article 8, the SERVICE PROVIDER will be paid compensation for those services actually performed. Partially completed tasks will be compensated for based on a signed statement of completion to be submitted by the SERVICE PROVIDER which shall itemize each task element and briefly state what work has been completed and what work remains to be done.

All such expenses shall be properly documented and submitted to the COUNTY for processing and payment. The County shall be the final authority in the event of any disputes over authorized costs between the COUNTY and the Service Provider.

9 SERVICE PROVIDERS TO COOPERATE WITH OTHER SERVICE PROVIDERS

If the COUNTY undertakes or awards other contracts for additional related work, the SERVICE PROVIDER shall fully cooperate with such other SERVICE PROVIDERS and the COUNTY employees or appointed committee(s), and carefully fit its own work to such additional work as may be directed by the COUNTY. The SERVICE PROVIDER shall not commit or permit any act which will interfere with the performance of work by any other SERVICE PROVIDER or COUNTY employees.

10 INDEMNIFICATION

SERVICE PROVIDER agrees to protect, defend, indemnify, and hold harmless the COUNTY, its commissioners, officers, agents and employees from and against any and all liability, damages, claims, suits, liens, and judgments, for whatever nature, including claims for contribution and/or indemnification, for injuries to or death of any person or persons, or damage to the property or other rights of any person or persons to the extent arising out of and attributed to the negligent acts, errors or omissions of the SERVICE PROVIDER. SERVICE PROVIDER'S obligation to protect, defend, indemnify, and hold harmless, as set forth herein above shall include any matter arising out of any patent, trademark, copyright, or service mark, or any actual or alleged unfair competition disparagement of product or service, or other business tort of any type whatsoever, or any actual or alleged violation of trade regulations.

SERVICE PROVIDER further agrees to protect, defend, indemnify, and hold harmless the COUNTY, its commissioners, officers, agents, and employees from and against any and all claims or liability for compensation under the Worker's Compensation Act arising out of injuries sustained by any employee of the SERVICE PROVIDER.

11 COVENANT AGAINST CONTINGENT FEES

The SERVICE PROVIDER warrants that no person or selling agency has been employed or retained to solicit or secure this Agreement upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by SERVICE PROVIDER for the purpose of securing business and that the SERVICE PROVIDER has not received any non-COUNTY fee related to this Agreement without the prior written consent of the COUNTY. For breach or violation of this warranty, the COUNTY shall have the right to annul this Agreement without liability or at its discretion to deduct from the Agreement Price of consideration the full amount of such commission, percentage, brokerage or contingent fee.

12 INSURANCE

The SERVICE PROVIDER shall, at all times that this Agreement is in effect, cause to be maintained in force and effect an insurance policy (s) that will ensure and indemnify both GWINNETT COUNTY and SERVICE PROVIDER against liability or financial loss resulting from injuries occurring to persons or property or occurring as a result of any negligent error, act, or omission of the SERVICE PROVIDER during the term of this Agreement. The liability under such insurance policy shall be not less than as stated in the Bid Proposal.

The SERVICE PROVIDER shall provide, at all times that this Agreement is in effect, Worker's Compensation insurance in accordance with the laws of the State of Georgia.

The SERVICE PROVIDER shall provide, at all times that this Agreement is in effect, Professional Liability Insurance with a limit of not less than that as stated in the Bid Proposal.

Additionally, SERVICE PROVIDER shall provide, at all times that this Agreement is in effect, automobile liability insurance with a limit of not less than that as stated in the Bid Proposal.

The policies shall be written by a responsible company(s), to be approved by the COUNTY, and shall be non-cancelable except on thirty-(30) days' written notice to the COUNTY. Such policies shall name the COUNTY as additional insured, except for worker's compensation and professional liability policies, and a copy of such policy or a certificate of insurance shall be filed with the Director at the time of the execution of this Agreement.

13 PROHIBITED INTERESTS

- 13.1 Conflict of Interest: The SERVICE PROVIDER agrees that it presently has no interest and shall acquire no interest, direct or indirect, that would conflict in any manner or degree with the performance of its services hereunder.
- 13.2 Interest of Public Officials: No member, officer, or employee of the COUNTY during his tenure or for one year thereafter, shall have any interest, direct or indirect, in this Agreement or the proceeds thereof.

14 SUBCONTRACTING

The SERVICE PROVIDER shall not subcontract any part of the work covered by this Agreement or permit subcontracted work to be further subcontracted without the DEPARTMENT's prior written approval of the subservice provider, except as may have been specifically stated in the SERVICE PROVIDER'S response to proposal per Exhibit A. The DEPARTMENT will not approve any subservice provider for work covered by this Agreement that has not been recommended for approval by the Department Director.

All subcontracts in the amount of \$5,000 or more shall include the provisions set forth in this Agreement.

15 ASSIGNABILITY

The SERVICE PROVIDER shall not assign or transfer whether by an assignment or novation, any of its rights, obligations, benefits, liabilities or other interest under this Agreement without the written consent of the COUNTY.

16 EQUAL EMPLOYMENT OPPORTUNITY

During the performance of this Agreement, the SERVICE PROVIDER agrees as follows: (1) the SERVICE PROVIDER will not discriminate against any employee or applicant for employment because of race, creed, color, sex or national origin; (2) the SERVICE PROVIDER will, in all solicitations or advertisements for employees placed by qualified applicants, receive consideration for employment without regard to race, creed, color, sex or national origin; (3) the SERVICE PROVIDER will cause the foregoing provisions to be inserted in all subcontracts for any work covered by the Agreement so that such provision will be binding upon each subservice provider, provided that the foregoing provision shall not apply to contracts or subcontracts for standard commercial supplies of raw materials.

17 ANTI-KICKBACK CLAUSE

Salaries of architects, draftsmen, technical engineers and engineers, and technicians performing work under this Agreement shall be paid unconditionally and not less often than once a month without deduction or rebate on any account except only such payroll deductions as are mandatory by law. The SERVICE PROVIDER hereby promises to comply with all applicable "Anti-kickback" laws, and shall insert appropriate provisions in all subcontracts covering work under this Agreement.

18 AUDITS AND INSPECTORS

At any time during normal business hours and as often as the COUNTY may deem necessary, the CONSULTANT shall make available to the COUNTY for examination all of its records with respect to all matters covered by this Agreement. It shall also permit the COUNTY to audit, examine and make copies, excerpts or transcripts from such records of personnel, conditions of employment and other data relating to all matters covered by this Agreement.

The SERVICE PROVIDER shall maintain all books, documents, papers, accounting records and other evidence pertaining to costs incurred on the Project and used in support of its proposal and shall make such material available at all reasonable times during the period of the Agreement, and for three years from the date of final payment under the Agreement, for inspection by the COUNTY or any reviewing agencies, and copies thereof shall be furnished upon request. The SERVICE PROVIDER agrees that the provisions of this Article shall be included in any Agreements it may make with any subservice provider, assignee, or transferee.

19 OWNERSHIP, PUBLICATION, REPRODUCTION AND USE

All documents and materials prepared pursuant to this Agreement are the property of the COUNTY. The COUNTY shall have the unrestricted authority to publish, disclose, distribute, and otherwise use, in whole or in part, any reports, data, maps, or other materials prepared under this Agreement without according credit of authorship. The COUNTY shall hold harmless and indemnify the SERVICE PROVIDER against all claims arising out of such use of documents and materials without the SERVICE PROVIDER'S knowledge and consent.

20 VERBAL AGREEMENT OR CONVERSATION

No verbal agreement or conversation with any officer, agent, or employee of the COUNTY, either before, during, or after the execution of this Agreement, shall affect or modify any of the terms or obligations herein contained, nor shall such verbal agreement or conversation entitle the SERVICE PROVIDER to any additional payment whatsoever under the terms for this Agreement. All changes to this Agreement shall be in writing and appended hereto as prescribed in Article 3 above.

21 INDEPENDENT SERVICE PROVIDER

The SERVICE PROVIDER shall perform the services under this Agreement as an independent service provider and nothing contained herein shall be construed to be inconsistent with this relationship or status. Nothing in this Agreement shall be interpreted or construed to constitute the SERVICE PROVIDER or any of its agents or employees to be the agent, employee, or representative of the COUNTY.

22 NOTICES

All notices shall be in writing and delivered in person or transmitted by certified mail, postage prepaid.

(SAMPLE CONTRACT)
MULTI-YEAR SERVICE PROVIDER CONTRACT
RP023-26 Provision of Merchant Processing Services on a Multi-Year Contract

This **CONTRACT** made and entered into by and between Gwinnett County, Georgia (Party of the First Part, hereinafter called the County), and _____ (Party of the Second Part, hereinafter called the Consultant)

NOW THEREFORE, for and in consideration of the mutual promises and obligations contained herein and under the conditions hereinafter set forth, the parties do hereby agree as follows:

1. TERM:

The services to be performed under this Agreement shall commence on January 1, 2027. This Agreement shall terminate absolutely and without further obligation on the part of the County at the close of the calendar year of execution and at the close of each succeeding calendar year of renewal, if renewed. This Agreement shall be automatically renewed upon the same terms and conditions unless the County terminates the Agreement on the day of the close of the calendar year in which it was executed or within sixty (60) days after the day of the close of the calendar year of execution or of each succeeding calendar year for which it may be renewed, for a total lifetime obligation of 5 (five) years. If applicable, title to any supplies, materials, equipment or other personal property shall remain in the vendor until fully paid for by the County. In addition, this Agreement will terminate immediately and absolutely when appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the County under the Agreement. Any obligation of the County hereunder is only for such sums payable during the calendar year of execution or each calendar year of renewal, if renewed.

2. ATTACHMENTS:

This Contract shall consist of the Service Provider's bid/proposal and all Invitations to Bid/Proposals including all drawings, specifications, price lists, Instructions to Vendors, General Conditions, Special Provisions, Detailed Specifications, addenda, and change orders issued after execution of the Contract (hereinafter collectively referred to as the "Bid"), which are specifically incorporated herein by reference (Exhibit A). In the event of a conflict between the County's contract documents and the Service Provider's bid/proposal, the County's contract documents shall control.

3. PERFORMANCE:

Consultant agrees to furnish all skill and labor of every description necessary to carry out and complete in good, firm and substantial, workmanlike manner, the work specified, in strict conformity with the Bid Proposal.

4. PRICE:

As full compensation for the performance of this Contract, the County shall pay the Consultant for the actual quantity of work performed. The fees for the work to be performed under this Contract shall be charged to the County in accordance with the rate schedule referenced in the Bid Proposal (Exhibit A) is the total obligation of the County pursuant to OCGA section 36-60-13 (a) (3). The County agrees to pay the Consultant following receipt by the County of a detailed invoice, reflecting the actual work performed by the Consultant.

5. INDEMNIFICATION AND HOLD HARMLESS:

CONSULTANT agrees to protect, defend, indemnify, and hold harmless the COUNTY, its commissioners, officers, agents and employees from and against any and all liability, damages, claims, suits, liens, and judgments, for whatever nature, including claims for contribution and/or indemnification, for injuries to or death of any person or persons, or damage to the property or other rights of any person or persons to the extent arising out of and attributed to the negligent acts, errors or omissions of the CONSULTANT. CONSULTANT's obligation to protect, defend, indemnify, and hold harmless, as set forth hereinabove shall include any matter arising out of any patent, trademark, copyright, or service mark, or any actual or alleged unfair competition disparagement of product or service, or other business tort of any type whatsoever, or any actual or alleged violation of trade regulations.

CONSULTANT further agrees to protect, defend, indemnify, and hold harmless the COUNTY, its commissioners, officers, agents, and employees from and against any and all claims or liability for compensation under the Worker's Compensation Act arising out of injuries sustained by any employee of the CONSULTANT.

6. TERMINATION FOR CAUSE:

The County may terminate this Contract for cause upon ten (10) days prior written notice to the Consultant of the Consultant's default in the performance of any term of this Contract. Such termination shall be without prejudice to any of the County's rights or remedies provided by law.

7. TERMINATION FOR CONVENIENCE:

The County may terminate this Contract for its convenience at any time upon 30 days written notice to the Consultant. In the event of the County's termination of this Contract for convenience, the Consultant will be paid for those services actually performed. Partially completed performance of the Contract will be compensated based upon a signed statement of completion to be submitted by the Consultant, which shall itemize each element of performance.

8. TERMINATION FOR FUND APPROPRIATION:

The County may unilaterally terminate this Contract due to a lack of funding at any time by written notice to the Consultant. In the event of the County's termination of this Contract for fund appropriation, the Consultant will be paid for those services actually performed. Partially completed performance of the Contract will be compensated based upon a signed statement of completion to be submitted by the Consultant which shall itemize each element of performance.

9. CONTRACT NOT TO DISCRIMINATE:

During the performance of this Contract, the Consultant will not discriminate against any employee or applicant for employment because of race, creed, color, sex, national origin, age, or disability, which does not preclude the applicant or employee from performing the essential functions of the position. The Consultant will also, in all solicitations or advertisements for employees placed by qualified applicants, consider the same without regard to race, creed, color, sex, national origin, age, or disability which does not preclude the applicant from performing the essential functions of the job. The Consultant will cause the foregoing provisions to be inserted in all subcontracts for any work covered by this Contract so that such provision will be binding upon each subconsultant, providing that the foregoing provisions shall not apply to contracts or subconsultants for standard commercial supplies of raw materials.

10. ASSIGNMENT:

The Consultant shall not sublet, assign, transfer, pledge, convey, sell or otherwise dispose of the whole or any part of this Contract or his right, title, or interest therein to any person, firm, or corporation without the previous consent of the County in writing.

11. WAIVER:

A waiver by either party of any breach of any provision, term, covenant, or condition of this Contract shall not be deemed a waiver of any subsequent breach of the same or any other provision, term, covenant, or condition.

12. SEVERABILITY:

The parties agree that each of the provisions included in this Contract is separate, distinct and severable from the other and remaining provisions of this Contract, and that the invalidity of any Contract provision shall not affect the validity of any other provision or provisions of this Contract.

13. GOVERNING LAW:

The parties agree that this Contract shall be governed and construed in accordance with the laws of the State of Georgia. This Contract has been signed in Gwinnett County, Georgia.

14. MERGER CLAUSE:

The parties agree that the terms of this Contract include the entire Contract between the parties, and as such, shall exclusively bind the parties. No other representations, either oral or written, may be used to contradict the terms of this Contract.
(Signature Next Page)

IN WITNESS WHEREOF, the parties hereto, acting through their duly authorized agents, have caused this **CONTRACT** to be signed, sealed and delivered.

GWINNETT COUNTY, GEORGIA

By:_____

ATTEST:

APPROVED AS TO FORM:

CONSULTANT:_____

BY:_____

Signature

Print Name

Title

ATTEST:

Signature

Print Name

Corporate Secretary

(Seal)



CODE OF ETHICS AFFIDAVIT

PLEASE RETURN THIS FORM COMPLETED WITH YOUR SUBMITTAL. SUBMITTED FORMS ARE REQUIRED PRIOR TO EVALUATION.

In accordance with Section 54-33 of the Gwinnett County Code of Ordinances the undersigned bidder/proposer makes the following full and complete disclosure under oath, to the best of their knowledge, of the name(s) of all elected officials whom it employs or who have a direct or indirect pecuniary interest in or with the vendor, its affiliates or its subcontractors:

1. _____
Company Submitting Bid/Proposal

2. Please select one of the following:

- ☐ No information to disclose (*complete only section 4 below*)
☐ Disclosed information below (*complete section 3 & section 4 below*)

3. If additional space is required, please attach list:

Gwinnett County Elected Official Name
Name

Gwinnett County Elected Official

Gwinnett County Elected Official Name

Gwinnett County Elected Official Name

4. BY: _____
Authorized Officer or Agent Signature

Sworn to and subscribed before me this

Printed Name of Authorized Officer or Agent

_____ day of _____, 20____

Title of Authorized Officer or Agent of Contractor

Notary Public

(seal)

Note: See Gwinnett County Code of Ethics Ordinance EO2011, Sec. 54-33. The ordinance will be available to view in its' entirety at **GwinnettCounty.com**



CONTRACTOR AFFIDAVIT AND AGREEMENT

(THIS FORM SHOULD BE FULLY COMPLETED AND RETURNED WITH YOUR SUBMITTAL)

By executing this affidavit, the undersigned contractor verifies its compliance with The Illegal Immigration Reform Enhancements for 2013, stating affirmatively that the individual, firm, or corporation which is contracting with the Gwinnett County Board of Commissioners has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security] to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act, in accordance with the applicability provisions and deadlines established therein.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services or the performance of labor pursuant to this contract with the Gwinnett County Board of Commissioners, contractor will secure from such subcontractor(s) similar verification of compliance with the Illegal Immigration Reform and Enforcement Act on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the Gwinnett County Board of Commissioners at the time the subcontractor(s) is retained to perform such service.

E-Verify * User Identification Number

Date Registered

Legal Company Name

Street Address

City/State/Zip Code

BY: _____
Authorized Officer or Agent
(Contractor Signature)

Date

Title of Authorized Officer or Agent of Contractor

Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE
____ DAY OF _____, 20____

Notary Public

For Gwinnett County Use Only:

Document ID # _____

Issue Date: _____

Initials: _____

* As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is "E-Verify" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA).

FAILURE TO RETURN THIS PAGE MAY RESULT IN REMOVAL OF YOUR COMPANY FROM COMMODITY LISTING.

RP023-26

Buyer Initials: BC

IF YOU DESIRE TO SUBMIT A "NO BID" IN RESPONSE TO THIS PACKAGE, PLEASE INDICATE BY CHECKING ONE OR MORE OF THE REASONS LISTED BELOW AND EXPLAIN.

- ☐ Do not offer this product or service; remove us from your bidder's list for this item only.
- ☐ Specifications too "tight"; geared toward one brand or manufacturer only.
- ☐ Specifications are unclear.
- ☐ Unable to meet specifications
- ☐ Unable to meet bond requirements
- ☐ Unable to meet insurance requirements
- ☐ Our schedule would not permit us to perform.
- ☐ Insufficient time to respond.
- ☐ Other

COMPANY NAME _____

AUTHORIZED REPRESENTATIVE _____

SIGNATURE



*****ATTENTION*****

FAILURE TO RETURN THE FOLLOWING DOCUMENTS MAY RESULT IN SUBMITTAL BEING DEEMED NON-RESPONSIVE AND AUTOMATIC REJECTION. THE COUNTY SHALL BE THE SOLE DETERMINANT OF TECHNICALITY VERSUS NON-RESPONSIVE SUBMITTAL:

1. FAILURE TO USE COUNTY FEE SCHEDULE.
2. FAILURE TO RETURN OR ACKNOWLEDGE APPLICABLE COMPLIANCE/SPECIFICATION SHEETS.
3. FAILURE TO RETURN OR ACKNOWLEDGE APPLICABLE ADDENDA.
4. FAILURE TO PROVIDE INFORMATION OR ALTERNATES OR EQUIVALENTS.
5. FAILURE TO PROVIDE BID BOND, WHEN REQUIRED, WILL RESULT IN SUBMITTAL BEING DEEMED NON-RESPONSIVE AND AUTOMATIC REJECTION. BID BONDS ARE NOT REQUIRED ON ALL SOLICITATIONS. BOND REQUIREMENTS ARE CLEARLY STATED ON THE INVITATION PAGE. IF CLARIFICATION IS NEEDED, CONTACT THE PURCHASING ASSOCIATE LISTED IN THE INVITATION. **IF BONDS ARE REQUIRED, FORMS WILL BE PROVIDED IN THIS SOLICITATION DOCUMENT.**
6. FAILURE TO PROVIDE CONTRACTOR AFFIDAVIT AND AGREEMENT, WHEN REQUIRED, MAY RESULT IN SUBMITTAL BEING DEEMED NON-RESPONSIVE AND REJECTED. THE CONTRACTOR AFFIDAVIT AND AGREEMENT IS NOT REQUIRED ON ALL SOLICITATIONS. IF CLARIFICATION IS NEEDED, CONTACT THE PURCHASING ASSOCIATE LISTED IN THE INVITATION.
7. FAILURE TO PROVIDE AN ETHICS AFFIDAVIT WHEN REQUIRED MAY RESULT IN SUBMITTAL BEING DEEMED NON-RESPONSIVE AND REJECTED. THE ETHICS AFFIDAVIT IS REQUIRED ON ALL FORMAL SOLICITATIONS OVER \$100,000.00. IF CLARIFICATION IS NEEDED, CONTACT THE PURCHASING ASSOCIATE LISTED IN THE INVITATION.



GWINNETT COUNTY
DEPARTMENT OF FINANCIAL SERVICES | PURCHASING
**GENERAL INSTRUCTIONS FOR VENDORS,
TERMS AND CONDITIONS**

I. PREPARATION OF SUBMITTAL

- A. Each vendor shall examine the drawings, specifications, schedule, and all instructions. Failure to do so will be at the vendor's risk, as the vendor will be held accountable for their submittal.
- B. Each vendor shall furnish all information required by the solicitation form or document. Each vendor shall sign the submittal and print or type his or her name on the fee schedule. The person signing the submittal should initial erasures or other changes. An authorized agent of the vendor must sign the submittal.
- C. Fee schedule pricing should only have two decimal places unless otherwise stated. In the event of a calculation error in total price, the unit pricing prevails.
- D. Except for solicitations for the sale of real property, individuals, firms, and businesses seeking an award of a Gwinnett County contract may not initiate or continue any verbal or written communications regarding a solicitation with any County officer, elected official, employee, or other County representative other than the Purchasing Associate named in the solicitation between the date of the issuance of the solicitation and the date of the final award. The Purchasing Director will review violations. If determined that such communication has compromised the competitive process, the offer submitted by the individual, firm, or business may be disqualified from consideration for award. Solicitations for the sale of real property may allow for verbal or written communications with the appropriate Gwinnett County representative.
- E. Sample contracts (if pertinent) are attached. These do NOT have to be filled out with the submittal but are contained for informational purposes only. If awarded, the successful vendor(s) will be required to execute these documents prior to County execution.
- F. Effective July 1, 2013 and in accordance with the Georgia Illegal Immigration Reform Enhancements for 2013, an original signed, notarized, and fully completed Contractor Affidavit and Agreement should be included with vendor's submittal, if the solicitation is for the physical performance of services for all labor or service contract(s) that exceed \$2,499.99 (except for services performed by an individual who is licensed pursuant to Title 26, Title 43, or the State Bar of Georgia). Failure to provide the Contractor Affidavit and Agreement with your submittal may result in being deemed non-responsive and automatic rejection.

II. DELIVERY

- A. Each vendor should state time of proposed delivery of goods or services.
- B. Words such as "immediate", "as soon as possible," etc. should not be used. The known earliest date or the minimum number of calendar days required after receipt of order (delivery A.R.O.) should be stated. If calendar days are used, include Saturday, Sunday, and holidays in the number.

III. EXPLANATION TO VENDORS

Any explanation desired by a vendor regarding the meaning or interpretation of the solicitation, drawings, specifications, etc. must be requested by the question cutoff deadline stated in the solicitation for a reply to reach all vendors before the deadline of the solicitation. Any information given to a prospective vendor concerning a solicitation will be furnished to all prospective vendors as an addendum to the solicitation if such information is necessary or if the lack of such information would be prejudicial to uninformed vendors. The written solicitation documents supersede any verbal or written communications between the parties. Receipt of addenda should be acknowledged in the



GWINNETT COUNTY
DEPARTMENT OF FINANCIAL SERVICES | PURCHASING
**GENERAL INSTRUCTIONS FOR VENDORS,
TERMS AND CONDITIONS**

submittal. **It is the vendor's responsibility to ensure they have all applicable addenda prior to their submittal.** This may be accomplished by contacting the assigned Purchasing Associate prior to the submittal or visiting GwinnettCounty.com.

IV. SUBMISSION OF FORMAL OFFERS/SUBMITTALS

- A. Formal bid and proposal submittals shall be enclosed in a sealed package or envelope, addressed to the Gwinnett County Purchasing Division with the name of the vendor, the date and hour of opening, and the solicitation number on the face of the package or envelope. Facsimile or emailed submittals will not be considered. Any addenda should be enclosed in the sealed envelopes as well.
- B. ADD/DEDUCT: Add or deduct amounts indicated on the outside of the envelope are allowed and will be applied to the lump sum amount. Amount shall be clearly stated and should be initialed by an authorized representative.
- C. Samples of items, when required, must be submitted within the time specified and, unless otherwise specified by the County, at no expense to the County. Unless otherwise specified, samples will be returned at the vendor's request and expense, if items are not destroyed by testing.
- D. Items offered must meet required specifications and must be of a quality that will adequately serve the use and purpose for which intended.
- E. Full identification of each item submitted, including brand name, model, catalog number, etc. must be furnished to identify exactly what the vendor is offering. Manufacturer's literature may be furnished, but vendor should not submit excessive marketing material.
- F. The vendor must certify that items to be furnished are new and that the quality has not deteriorated to impair its usefulness.
- G. Unsigned submittals will not be considered except in cases where it is enclosed with other documents that have been signed. The County will determine acceptability in these cases.
- H. Gwinnett County is exempt from federal excise tax and Georgia sales tax regarding goods and services purchased directly by Gwinnett County. Vendors are responsible for federal excise tax and sales tax, including taxes for materials incorporated in county construction projects. Vendors should contact the State of Georgia Sales Tax Division for additional information. Agreements where there is a cost-plus mark-up, mark-up will not be paid on taxes.
- I. Information submitted by a vendor in the solicitation process shall be subject to disclosure after the public opening in accordance with the Georgia Open Records Act.

V. WITHDRAWAL DUE TO ERRORS

Vendors must give Gwinnett County Purchasing Division written notice within two (2) business days of completion of the opening stating that they wish to withdraw their submittal without penalty for an obvious clerical or calculation error. Submittal may be withdrawn from consideration if the price was substantially lower than the other submittals due solely to a mistake therein, provided pricing was submitted in good faith, and the mistake was a clerical mistake as opposed to a judgment mistake and was due to an unintentional arithmetic error or an unintentional omission of a quantity of work, labor, or material made directly in the compilation of the submittal. The unintentional arithmetic error or omission can be clearly proven through inspection of the original work papers, documents, and



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materials used in preparing the submittal sought to be withdrawn. The vendor's original work papers shall be the sole acceptable evidence of error and mistake if a vendor elects to withdraw their submittal. If a quote or bid submittal is withdrawn under the authority of this provision, the lowest remaining responsive offer shall be deemed to be low bid. No vendor who is permitted to withdraw their submittal shall, for compensation, supply any material or labor or perform any subcontract or other work agreement for the person or firm to whom the contract is awarded or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn bid or proposal was submitted.

Vendors who fail to request withdrawal by the required forty-eight (48) hours may automatically forfeit bid bond if a bond was required. Bid may not be withdrawn otherwise.

Withdrawal is not automatically granted and will be allowed solely at Gwinnett County's discretion.

VI. TESTING AND INSPECTION

Since tests may require several days for completion, the County reserves the right to use a portion of any supplies before the results of the tests are determined. Cost of inspections and tests of any item that fails to meet the specifications, shall be borne by the vendor.

VII. F.O.B. POINT

Unless otherwise stated in the request for invitation and any resulting contract, or unless qualified by the vendor, items shall be shipped F.O.B. Destination, Freight Prepaid, and Allowed. The seller shall retain title for the risk of transportation, including the filing for loss or damages. The invoice covering the items is not payable until items are delivered and contract of carriage has been completed. Unless the F.O.B. clause states otherwise, the seller assumes transportation and related charges either by payment or allowance.

VIII. PATENT INDEMNITY

The vendor guarantees to hold the County, its agents, officers, or employees harmless from liability of any nature or kind for use of any copyrighted or uncopyrighted composition, secret process, patented, or unpatented invention, articles, or appliances furnished or used in the performance of the contract, for which the vendor is not the patentee, assignee, or licensee.

IX. BID BONDS AND PAYMENT AND PERFORMANCE BONDS (IF REQUIRED, FORMS WILL BE PROVIDED IN THIS DOCUMENT)

A five percent (5%) bid bond, a one hundred percent (100%) performance bond, and a one hundred percent (100%) payment bond must be furnished to Gwinnett County for any solicitation as required in the solicitation package or document. **Failure to submit a bid bond with the proper rating will result in submittal being deemed non-responsive.** Bonding company must be authorized to do business in Georgia by the Georgia Insurance Commission, listed in the Department of the Treasury's publication of companies holding certificates of authority as acceptable surety on Federal bonds and as acceptable reinsuring companies, and have an A.M. Best rating as stated in the insurance requirement of the solicitation. **The bid bond, payment bond, and performance bond must have the proper A.M. Best rating as stated in the solicitation document.**



X. DISCOUNTS

- A. Time payment discounts may be considered in arriving at net prices and in award of solicitations. Offers of discounts for payment within ten (10) days following the end of the month are preferred.
- B. In connection with any discount offered, time will be computed from the date of delivery and acceptance at destination, or from the date correct invoice or voucher is received, whichever is the later date. Payment is deemed to be made for the purpose of earning the discount on the date of the County check.

XI. AWARD

- A. Award will be made to either the highest scoring firm (for proposals) or the lowest responsive and responsible vendor (for quotes/bids). The quality of the articles to be supplied, their conformity with the specifications, their suitability to the requirements of the County, and the delivery terms will be taken into consideration in making the award. The County may make such investigations as it deems necessary to determine the ability to the vendor to perform, and the vendor shall furnish to the County all such information and data for this purpose as the County may request. The County reserves the right to reject any submittal if the evidence submitted by, or investigation of such vendor fails to satisfy the County that such vendor is properly qualified to carry out the obligations of the contract.
- B. The County reserves the right to reject or accept any or all offers and to waive technicalities, informalities, and minor irregularities in the submittals received.
- C. The County reserves the right to make an award as deemed in its best interest, which may include awarding to a single vendor or multiple vendors; or to award the whole solicitation agreement, only part of the agreement, or none of the agreement, based on its sole discretion of its best interest.
- D. In the event of proposal scores rounded to the nearest whole number result in a tie score, the award will be based on lowest cost.
- E. If proposal negotiations with the highest ranked firm are unsuccessful, the County may then negotiate with the second ranked firm and so on until a satisfactory agreement has been reached.

XII. DELIVERY FAILURES

Failure of a vendor to deliver within the time specified or within reasonable time as interpreted by the Purchasing Director, or failure to make replacement of rejected articles/services when so requested, immediately or as directed by the Purchasing Director, shall constitute authority for the Purchasing Director to purchase in the open market articles/services of comparable grade to replace the articles/services rejected or not delivered. On all such purchases, the vendor shall reimburse the County within a reasonable time specified by the Purchasing Director for any expense incurred in excess of the contract prices, or the County shall have the right to deduct such amount from monies owed the defaulting vendor. Alternatively, the County may penalize the vendor one percent (1%) per day for a period of up to ten (10) days for each day that delivery or replacement is late. Should public necessity demand it, the County reserves the right to use or consume articles/services delivered which are substandard in quality, subject to an adjustment in price to be determined by the Purchasing Director.



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XIII. COUNTY FURNISHED PROPERTY

No material, labor, or facilities will be furnished by the County unless so provided in the solicitation package.

XIV. REJECTION OF SUBMITTALS

Failure to observe any of the instructions or conditions in this solicitation package may constitute grounds for rejection.

XV. CONTRACT

Each submittal is received with the understanding that the acceptance in writing by the County of the offer to furnish any or all the commodities or services described therein shall constitute a contract between the vendor and the County, which shall bind the vendor on his part to furnish and deliver the articles quoted at the prices stated in accordance with the conditions of said accepted submittal. The County, on its part, may order from such vendor, except for cause beyond reasonable control, and to pay for, at the agreed prices, all articles specified and delivered.

Upon receipt of a solicitation package containing a Gwinnett County "Sample Contract" as part of the requirements, it is understood that the vendor has reviewed the documents with the understanding that Gwinnett County requires that all agreements between the parties must be entered into via this document. If any exceptions are taken to any part, each must be stated in detail and submitted as part of the vendor's submittal. If no exceptions are stated, it is assumed that the vendor fully agrees to the provisions contained in the "Sample Contract" in its entirety.

Any Consultant as defined in O.C.G.A. §36-80-28 that is engaged to develop or draft specifications/requirements or serve in a consultative role during the procurement process for any County procurement method, by entering into such an arrangement or executing a contract, the consultant agrees to abide by the current state law and: 1) Avoid any appearance of impropriety and shall follow all policies and procedures of the County, 2) Disclose to the County any material transaction or relationship pursuant to §36-80-28, that is considered a conflict of interest, any involvement in litigation or other dispute, relationship, or financial interest not disclosed in the ethics affidavit, and 3) Acknowledge that any violation or threatened violation of the agreement may cause irreparable injury to the County, entitling the County to seek injunctive relief in addition to all other legal remedies.

When the vendor has performed in accordance with the provisions of this agreement, Gwinnett County shall pay to the vendor, within thirty (30) days of receipt of any department approved payment request and based upon work completed or service provided pursuant to the contract, the sum so requested, less the retainage stated in this agreement, if any. If Gwinnett County fails to pay the vendor within sixty (60) days of receipt of a pay request based upon work completed or service provided pursuant to the contract, the County shall pay the vendor interest at the rate of ½% per month or pro rata fraction thereof, beginning the sixty-first (61st) day following receipt of pay requests. The vendor's acceptance of progress payments or final payment shall release all claims for interest on said payment.

The parties agree that this Contract shall be governed and construed in accordance with the laws of the State of Georgia.



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XVI. NON-COLLUSION

Vendor declared that the submittal is not made in connection with any other vendor's submittal for the same commodity or commodities, and that the submittal is bona fide and is in all respects fair and without collusion or fraud. An affidavit of non-collusion shall be executed by each vendor. Collusion and fraud in submittal preparation may be reported to the State of Georgia Attorney General and the United States Justice Department.

XVII. DEFAULT

The contract may be canceled or annulled by the Purchasing Division in whole or in part by written notice of default to the vendor upon non-performance or violation of contract terms. An award may be made to the next low responsive and responsible vendor, or the next highest scoring responsive and responsible proposer, or articles specified may be purchased on the open market similar to those so terminated. In either event, the defaulting vendor (or their surety) shall be liable to the County for costs to the County in excess of the defaulted contract prices; provided, however, that the vendor shall continue the performance of this contract to the extent not terminated under the provisions of this clause. Failure of the vendor to deliver materials or services within the time stipulated on their offer, unless extended in writing by the Purchasing Director, shall constitute contract default.

XVIII. TERMINATION FOR CAUSE

The County may terminate this agreement for cause upon ten (10) days prior written notice to the vendor of the vendor's default in the performance of any term of this agreement. Such termination shall be without prejudice to any of the County's rights or remedies by law.

XIX. TERMINATION FOR CONVENIENCE

The County may terminate this agreement for its convenience at any time upon thirty (30) days written notice to the vendor. In the event of the County's termination of this agreement for convenience, the vendor will be paid for those services actually performed. Partially completed performance of the agreement will be compensated based upon a signed statement of completion to be submitted by the vendor, which shall itemize each element of performance.

XX. SUBSTITUTIONS

Vendors offering substitutions or who are deviating from the attached specifications shall list such deviations on a separate sheet to be submitted with their offer. The absence of such a substitution list shall indicate that the vendor has taken no exception to the specifications contained herein.

XXI. INELIGIBLE VENDORS

The County may choose not to accept the offer by an individual, firm, or business who is in default on the payment of taxes, licenses, or other monies owed to the County. Additionally, vendors or persons placed on an Ineligible Source List for reasons listed in Part 6, Section II of the Gwinnett County Purchasing Ordinance shall not be eligible to provide any commodities or services to the County during the period such person remains on the Ineligible Source List.

XXII. PENDING LITIGATION

An individual, firm, or business that has litigation pending against the County, or anyone representing a firm or business in litigation against the County, not arising out of the procurement process, will be disqualified.



XXIII. OCCUPATION TAX CERTIFICATE

Each successful vendor must have a valid Gwinnett County occupation tax certificate if the vendor maintains an office within the unincorporated area of Gwinnett County. Incorporated, out of the county, and out of state vendors are required to have any and all certificates necessary to do business in any town, county, or municipality in the State of Georgia, or as otherwise required by the County ordinance or resolution. Vendors may be required to provide evidence of valid certificates. Out of State vendors are required to have a certificate in the Georgia jurisdiction where they receive the most revenue.

XXIV. PURCHASING POLICY AND REVIEW COMMITTEE

The Purchasing Policy and Review Committee has been established to review purchasing procedures and make recommendations for changes; resolve problems regarding the purchasing process make recommendations for standardization of commodities, schedule buying, qualified products list, annual contracts, supplier performance (Ineligible Source List), and other problems or requirements related to purchasing. The Purchasing Policy and Review Committee has authority to place vendors on the Ineligible Source List for reasons listed in Part 6, Section II of the Gwinnett County Purchasing Ordinance for a period not to exceed three (3) years.

XXV. AMERICANS WITH DISABILITIES ACT

All vendors of Gwinnett County are required to comply with all applicable sections of the Americans with Disabilities Act (ADA) as an equal opportunity employer. In compliance with the Americans with Disabilities Act (ADA), Gwinnett County provides reasonable accommodations to permit a qualified applicant with a disability to enjoy the privileges of employment equal to those employees without disabilities. Disabled individuals must satisfy job requirements for education background, employment experience, and must be able to perform those tasks that are essential to the job with or without reasonable accommodations. Any requests for the reasonable accommodations required by individuals to fully participate in any open meeting, program, or activity of Gwinnett County should be directed to the ADA Coordinator, 75 Langley Drive, Lawrenceville, Georgia 30046, 770.822.8165.

XXVI. ALTERATIONS OF SOLICITATION AND ASSOCIATED DOCUMENTS

Alterations of County documents are strictly prohibited and will result in automatic disqualification of the vendor's solicitation response. If there are "exceptions" or comments to any of the solicitation requirements or other language, then the firm may make notes to those areas, but may not materially alter any document language.

XXVII. TAX LIABILITY

Local and state governmental entities must notify vendors of their use tax liability on public works projects. Under Georgia law, private vendors are responsible for paying a use tax equal to the sales tax rate on material and equipment purchased under a governmental exemption that is incorporated into a government construction project: excluding material and equipment provided for the installation, repair, or expansion of a public water, gas, or sewer system when the property is installed for general distribution purposes. To the extent the tangible personal property maintains its character (for example, the installation of a kitchen stove), it remains tax-exempt. However, if the installation incorporates the tangible personal property into realty (for example, the installation of sheetrock), it becomes taxable to the private vendor. See O.C.G.A. §48-8-3(2) and O.C.G.A. §48-8-63.



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XXVIII. STATE AND FEDERAL LAW REGARDING WORKER VERIFICATION

Effective July 1, 2013 state law requires that all who enter into a contract for the physical performance of services for all labor or service contract(s) that exceed \$2,499.99 (except for services performed by an individual who is licensed pursuant to Title 26, Title 43, or the State Bar of Georgia) and that all who enter into a contract for public works as defined by O.C.G.A. §36-91-2(12) for the County, must satisfy the Illegal Immigration Reform Enhancements for 2013 in conjunction with the Federal Immigration Reform and Control Act (IRCA) of 1986, in all manner, and such are conditions of the contract.

The Purchasing Division Director, with the assistance of the Internal Audit Division, shall be authorized to conduct random audits of a vendor's or subcontractor's compliance with the Illegal Immigration Reform Enhancements for 2013 and the rules and regulations of the Georgia Department of Labor. The vendor and subcontractors shall retain all documents and records of its compliance for a period of five (5) years following completion of the contract or shall abide by the current time requirements at the time of the contract. This requirement shall apply to all contracts for all public works, labor, or service contracts that exceed \$2,499.99, except for services performed by an individual who is licensed pursuant to Title 26, Title 43, or the State Bar of Georgia.

Whenever it appears that a vendor's or subcontractor's records are not sufficient to verify the work eligibility of any individual in the employment of such vendor or subcontractor, the Purchasing Director shall report same to the Department of Homeland Security and may result in termination of the contract if it is determined at any time during the work that the vendor or subcontractor is no longer in compliance with worker verification.

By submitting an offer to the County, vendor agrees that, in the event the vendor employs or contracts with subcontractor(s) in connection with the covered contract, the vendor will secure from the subcontractor(s) such subcontractor(s)' indication of the employee-number category applicable to the subcontractor, as well as attestation(s) from such subcontractor(s) that they follow the Illegal Immigration Reform Enhancements for 2013 in conjunction with all federal requirements. Original signed, notarized Subcontractor Affidavits and Agreements must be maintained by the vendor awarded the contract.

A vendor's or subcontractor's failure to participate in the federal work authorization program as defined above shall be subject to termination of the contract. A vendor's failure to follow Gwinnett County's instruction to terminate a subcontractor that is not participating in the federal work authorization program may be subject to termination of the contract.

XXIX. SOLID WASTE ORDINANCE

No individual, partnership, corporation, or other entity shall engage in solid waste handling in such a manner as to conform to and comply with the current Gwinnett County Solid Waste Ordinance and all other applicable local, state, and federal legislation, rules, regulation, and orders.

XXX. GENERAL CONTRACTORS LICENSE

Effective July 1, 2008: All General Contractors must have a current valid license from the State Licensing Board for Residential and General Contractors, unless specifically exempted from holding such license pursuant to Georgia law (O.C.G.A. §43-41-17).

XXXI. PRODUCTS MANUFACTURED IN GEORGIA

When contracting for or purchasing supplies, materials, equipment, or agricultural products that exceeds \$100,000.00, excluding beverages for immediate consumption, Gwinnett County shall give



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preference as far as may be reasonable and practicable to such suppliers, materials, equipment, and agricultural products as may be manufactured or produced in this state. Such preference shall not sacrifice quality. The Gwinnett County Board of Commissioners shall consider, among other factors, information submitted by the vendor which may include the vendor's estimate of the multiplier effect on gross state domestic product and the effect on public revenues of the state and the effect on public revenues of political subdivisions resulting from acceptance of an offer to sell Georgia manufactured or produced goods as opposed to out-of-state manufactured or produced goods. Any such estimates shall be in writing (O.C.G.A. §36-84-1).

XXXII. INDEMNIFICATION

To the fullest extent permitted by law, the vendor shall, at his sole cost and expense, indemnify, defend, satisfy all judgments, and hold harmless the County, its commissioners, officers, agents, and employees from and against all claims, damages, actions, judgments, costs, penalties, liabilities, losses, and expenses, including, but not limited to, attorney's fees arising out of or resulting from the performance of the work, provided that any such claim, damage, action, judgement, cost, penalty, liability, loss, or expense (1) is attributable to bodily injury, sickness, disease, or death, or injury to or destruction of tangible property (other than the work itself) including the loss of use resulting therefrom, and (2) is caused in whole or in part by the negligent acts, errors by any act or omission of the vendor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless whether such claim is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any of the rights or obligations of indemnity which would otherwise exist as to any party or person described in this agreement. In any and all claims against the County, its commissioners, officers, agents, and employees by any employee of the vendor. Any subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable, the indemnification obligation contained herein shall not be limited in any way by any limitation on the amount or type of damages, compensation, or benefits payable by or for the vendor or any subcontractor under Worker's Compensation Acts, disability benefit acts, or other employee benefit acts.

Vendor shall also indemnify, hold harmless, insure, and defend the County for damages, losses, or expenses to the extent caused by or resulting from the negligence, recklessness, or intentionally wrongful conduct of the vendor or other persons employed or utilized by the vendor in the performance of a contract that utilizes survey services.

XXXIII. CODE OF ETHICS

Vendors shall disclose under oath the name of all elected officials whom it employs or who have a direct or indirect pecuniary interest in the business entity, its affiliates, or its subcontracts (this shall not apply to informal purchases as defined by the Purchasing Ordinance). The vendor shall execute a Code of Ethics affidavit. Failure to submit the affidavit during the procurement process shall render the offer non-responsive.

Any business entity holding a contract with Gwinnett County that, after execution of the contract or issuance of the purchase order, employs, subcontracts with, or transfers a direct or indirect pecuniary interest in the business entity to an elected official shall within five (5) days disclose such fact in writing under oath to the Clerk of the Board of Commissioners. Failure to comply, or vendors submitting false information or omitting material information shall be referred to the Purchasing Policy and Review Committee for action pursuant to the Purchasing Ordinance or to the District



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Attorney for possible criminal prosecution. Note: See Gwinnett County Code of Ethics Ordinance EO2011, Section 54-33. The ordinance is available to view in its entirety at GwinnettCounty.com.

XXXIV. ELECTRONIC PAYMENT

Vendors accepting procurements should select one of Gwinnett County's electronic payment options.

- A. A vendor may select ePayables payment process, which allows acceptance of Gwinnett County's virtual credit card as payment for outstanding invoices. The authorized vendor representative must send an email to: VendorElectronicPayment@GwinnettCounty.com and indicate the desire to enroll in Gwinnett County's virtual credit card payment process.
- B. A vendor may select Direct Deposit payment process, and the payment will be deposited directly into an account at their designated financial institution. To securely enroll in Direct Deposit, either access your online [Supplier Login and Registration](#) on the County's website and update the requested information on the Direct Deposit tab or mail a [Direct Deposit Authorization Agreement](#) form.

County staff are required to verify receipt of goods and submit proof of delivery of services with invoice before payment is processed. Failure to provide proof of delivery of goods and/or services may result in delayed payment.

The County will send a Payment Advice notification via email for both payment types. For more information about Electronic Payments, please visit the Gwinnett County Treasury page or click here -> [Gwinnett County Electronic Payments](#).

DIRECTIONS TO GJAC BUILDING FROM I-85

Take I-85 to Georgia Highway 316 (Lawrenceville/Athens exit). Exit Highway 120 (Lawrenceville/Duluth exit) and turn right. At the seventh traffic light, turn right onto Langley Drive. Cross Highway 29 through the traffic light and proceed through the roundabout. Visitors can either proceed to the front parking area on the left or to the parking deck behind the building. Click [here](#) for additional information. **The Purchasing Division is located on the second floor of the Gwinnett Justice and Administration Center at 75 Langley Drive, Lawrenceville, Georgia, 30046. WE HAVE MOVED BACK TO OUR PERMANENT LOCATION.**