



KIM REYNOLDS, GOVERNOR
ADAM GREGG, LT. GOVERNOR

Department of
Administrative Services

ADAM STEEN, DIRECTOR



AMENDMENT No. 3
TO CONTRACT FOR LEXISNEXIS RISK SOLUTIONS ONLINE LEGAL SERVICES

This Amendment No. 3 (this "Amendment") to the Contract Number MA23056 dated September 1, 2022, is made and entered into as of January 26, 2024 ("Effective Date"), by and between LexisNexis Risk Solutions FL INC ("Contractor"), and the Iowa Department of Administrative Services (the "Agency").

NOW, THEREFORE, the parties herein acknowledge and agree as follows:

1. The following service, LexisNexis VitalChek will be added to contract number MA23056. See attached pricing proposal for details.
2. Except as set forth in this Amendment No. 3, the Contract shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the parties have caused this Amendment No. 3 to be executed by their respective duly authorized representatives as of the date set forth above.

LexisNexis Risk Solutions FL INC
Haywood
By: Talcove
Digitally signed by Haywood Talcove
Date: 2024.01.26 10:41:27 -05'00'

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES
By: Craig Trotter

Name: Haywood Talcove

Name: Craig Trotter

Title: CEO (LNSSI)

Title: Purchasing Agent III

Dated: January 26, 2024

Dated: 01/26/2024

LexisNexis® VitalChek Network, Inc. - DBA LexisNexis® Payment Solutions

LexisNexis® VitalChek Network, Inc. - DBA LexisNexis® Payment Solutions (LexisNexis) is a registered Payment Facilitator (PAYFAC) providing PCI (Payment Card Industry) compliant Level 1 electronic payment processing solutions for government agencies. As a certified PAYFAC, LexisNexis has undergone extensive PayFac underwriting requirements with an Acquirer to contract with Government Agencies as sub-merchants under its parent account to enable card payment acceptance and settle funds directly to the Agency. This eliminates the need for an Agency to obtain and manage its own merchant account.

SCOPE OF SERVICES

LexisNexis offers credit/debit card and Electronic Check (eCheck) processing through multiple payment channels: web, over the phone, IVR (interactive voice response), face to face, Kiosk, or our 24/7 Call Center.

Point of Sale – LexisNexis Point of Sale (POS) terminals are Europay, Mastercard and VISA (EMV) and Near Field Communication (NFC) enabled. Payment options include pin-based debit cards, credit cards (American Express, Discover, Mastercard, Visa) and mobile wallets (Apple Pay, Google Pay, Samsung Pay).

Web Payment Solutions – LexisNexis provides securely hosted internet-based web and mobile payments for consumers who prefer or need to pay online. There are three types of web payment solutions offered by LexisNexis, **Standalone Hosted Payment**, **Secure HTML FormPost** and **Embedded Web Payments**. Included in our web solutions are specialized modules, “**Remember Me**” Logic, **Payment Profiles** (Digital Wallet), **Recurring/Scheduled Payments**, and **Enhanced Shopping Cart** which are designed to enhance the consumer’s overall payment experience.

Additional Products and Services

Interactive Voice Response (IVR) -- LexisNexis IVR is PCI-DSS Level 1 compliant and uses custom scripts and messaging to enhance the customer experience.

Kiosk – LexisNexis offers self-service terminals, or kiosks for high volume office locations to improve office productivity and streamline workflow.

Text to Pay – Text to Pay is a secure and convenient way for customers to make payments via Short Message Service (SMS).

Text to Complete – Text to Complete provides a PCI compliant option allowing call center agents to take card payments in a remote environment while maintaining an uninterrupted interaction with an end user.

Call Center – Consumers have the ability to make payments 24/7/365 with a live call center operator.

Virtual Terminal – Our Back Office System can be utilized as a virtual terminal to process phone orders by Agency agents.

Reporting – LexisNexis provides both standard and custom reports. All reports are web or internet based and are offered in multiple formats.

Payment Transaction Processing Fee Schedule

The following fees will be charged to the cardholder or absorbed and billed to the Agency based upon the payment method selected. These fees adhere to all Card Network and NACHA regulatory requirements. Fees if billed to the cardholder will be automatically calculated by the LexisNexis solution and be displayed to the cardholder prior to processing the payment.

On-Line Credit/Debit	Greater of \$2.50 or 3.50% per transaction
In-person Pin Debit	Flat \$2.50 per transaction
In-person Credit	Greater of \$2.50 or 3.50% per transaction

Online eCheck (non-guaranteed)	Flat \$1.50 per transaction
Call Center	Additional \$3.95 per transaction
IVR	Additional \$1.00 per transaction

Fees billed directly to Agency if applicable.

Equipment:

LexisNexis will provide Agency 1 POS device per estimated 1,200 annual transactions not to exceed 850 POS Devices per Agency at no cost to the Agency.

- Fee for additional devices -- \$750 per device.
- LexisNexis is responsible for the maintenance and repair on any supplied equipment and will facilitate any necessary returns or replacements. Any equipment failures that require replacement are sent via overnight carrier.

IVR per Agency

English only	Set-up Fee	\$800
Bilingual	Set-Up Fee	\$2,000
Annual Maintenance Fee		\$600

Kiosk per Agency per Kiosk*

Non-Cash Kiosk

Purchase Price/Set-up Delivery	\$9,925.50
Monthly Licensing/Maintenance	\$500.00

Text to Pay and/or Text to Complete

Text to Pay and/or Text to Complete	\$0.50 per outbound text
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Online eCheck Returns

Online eCheck Returns	\$5.00 per return
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Digital Communication/Electronic Bill Presentment (EBP)

EBP Pricing per Agency	Cost
Email w/no attachment	\$0.25 per text
Email w/generic unencrypted attachment	\$0.25 per text
Personalized Email w/unencrypted attachment	\$0.50 per text
Personalized Email w/encrypted attachment	\$0.75 per text
Configuration Fee – Standard Set-up*	\$1,500.00
Monthly Support Service Fee*	\$150.00

Integrated Software Vendor: LexisNexis will integrate any software utilized by the Agency at no additional cost from LexisNexis.

Price Adjustments: The rates charged by LexisNexis under this Agreement are predicated on certain current economic and regulatory conditions, including (a) volumes and average ticket for credit, debit and commercial cards (the “Card Mix”) and (b) fees charged by the card networks not limited to interchange fees and dues/assessments to LexisNexis applicable to transaction processing under this Agreement (“Interchange Fees”). In the event the Card Mix or the Interchange Fees shift materially during the Term of Performance, upon a party’s request, the parties agree to renegotiate in good faith a rate adjustment to fairly reflect such higher or lower costs.

Chargebacks: LexisNexis will assume full financial responsibility for all retrieval requests and chargebacks associated with its service. As such, LexisNexis will receive, research and respond to all chargebacks, retrievals and adjustment requests and all fees related to chargebacks will be absorbed by LexisNexis up to a maximum of \$5,000 per chargeback. For Chargebacks greater than or equal to \$5,000, Customer shall be liable to VitalChek for the amount of the underlying card transaction that was not recovered. In situations of chargebacks greater than \$5,000 LexisNexis may ask the Agency to assist in the recovery and LexisNexis reserves the right to recover those funds related to chargebacks which have been previously paid to the Agency.

Online eCheck Returns: eChecks are non-guaranteed and Customer shall be liable to VitalChek for the amount of the underlying eCheck transaction plus the return fee.

***Additional Services:**

Custom packages for Kiosk and Digital Communication/Electronic Bill Presentment (EBP) can be created for agencies with customized needs that do not fit into the standard offerings of this pricing schedule. Any fees for customized services not listed herein will be quoted upon request.

LexisNexis® VitalChek Network, Inc. - Vital Record Services

Online Ordering

Secure web-based order and payment acceptance services for expedited issuance of vital records.

Online Ordering	\$9.75 per order (up to 6 certificates)
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Call Center

VitalChek phone agents identify applicants, collect required order information, and enter payment details to create consumer record requests. Based on expected low/medium/high call volumes

Call Center – Low Volume	\$2.50
Call Center – Medium Volume	\$3.50
Call Center – High Volume	\$5.00

Authentication

Industry leading electronic identity authentication services.

Authentication	\$2.95 per applicant
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Mailroom

Secure digital processing of consumer mail in vital record requests.

VitalChek staff handles opening and sorting mailed applications, processing payments, entering data, communicating with customers, and securely archiving applications for easy storage. Once scanned and processed, a mailroom order is electronically transmitted to the Agency via the VitalChek Product Suite seamlessly. Secure Digital Mailroom is a virtually effortless way to process mailed applications, combining efficiency and security with:

- Dedicated, professional VitalChek customer service resources.
- Automated payment processing –securely accept mailed payments by check, credit/debit card, and money orders.
- Options for leading-edge security and identity validation services – once scanned, mail application data may be run through one or more LexisNexis databases for security and/or identity validation purposes to help reduce fraudulent requests and ensure proper certificate issuance.
- Seamless integration of mail data into issuance workflow.

Mailroom	\$8.00 per application (up to 6 certificates)
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Kiosk

Self-service terminals provide full vital record ordering and payment capabilities in Agency lobbies.

Kiosk	\$5.00 per transaction
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Will Call

Scheduled same day pick up service for processed consumer orders.

Will Call	\$9.75 per order
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Point of Sale

Securely process in-person debit and credit cards.

Point of Sale	Greater of \$2.50 or 3% per transaction
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Funeral Home Portal

Dedicated ordering portal to streamline order processing of death certificates and burial permits for funeral directors.

Funeral Home Portal	\$9.75 per order (up to 6 certificates)
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Amendments Portal

Consumer facing portal for vital record change or correction requests.

Amendments Portal	\$10.75 per order
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Newborn Portal

Unique portal designed for mothers to obtain newborn birth records.

Newborn Portal	\$9.75 per order
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Premium Rush

Onsite VitalChek Agents responsible for immediate processing of expedited VitalChek orders.

Premium Rush	\$75.00 per order (up to 6 certificates)
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Enhanced Call Center

VitalChek Agents handle all, or specific types, of consumer calls on behalf of an Agency.

Enhanced Call Center	TBD
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CORE

Core Registry includes Amendments, Table Maintenance, Order Processing, and Issuance plus many other valuable components.

CORE	\$500,000.00
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EDRS (Electronic Death Registry Module)

EDRS	\$400,000.00
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EBRS (Electronic Birth Registry Module)

EBRS	\$400,000.00
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Fetal Death

Electronic Fetal Death Registry Module

Fetal Death	\$375,000.00
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Marriage

Electronic Marriage Registry Module

Marriage	\$350,000.00
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Divorce

Electronic Divorce Registry Module

Divorce	\$350,000.00
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ITOP

Electronic ITOP Registry Module

ITOP	\$350,000.00
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Imaging

Ability to interface with 3rd Party Imaging Systems

Imaging	\$300,000.00
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FHIR - CMS

FHIR Messages to Coroner Management Systems

FHIR - CMS	\$300,000.00
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FHIR - Death

FHIR Death Message to NCHS and/or STEVE

FHIR – Death	\$275,000.00
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FHIR – Birth/Fetal Death

FHIR Birth/Fetal Death Messages to NCHS and/or STEVE

FHIR - Birth/Fetal Death	\$275,000.00
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Enhancements

Customized solutions based on time and materials.

Enhancements	\$200.00/hour
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Maintenance

Maintenance and Support of the modules

Maintenance	22.0% + 3% annual increase
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Hosting

Hosting the registry modules in the cloud and/or on-premises

Hosting	\$185,000.00 + 3% annual increase
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Hosting Setup

Hosting Setup fee to cover equipment and licenses.

Hosting Setup	\$100,000.00
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