

REQUEST FOR PROPOSALS

COV RFP # 2025-39

ELECTRONIC PAYMENT PROCESSING SERVICES

**DUE DATE: WEDNESDAY, DECEMBER 3, 2025
BY 1:00 P.M.**

SEND RESPONSES TO:

**MIGUEL A. MERCADO, QPA
PURCHASING AGENT
640 E. WOOD STREET
P.O. BOX 1508
VINELAND, NJ 08360**

GENERAL REQUIREMENTS/INSTRUCTIONS

Proposal Submission Information

Submission Date and Time:

Wednesday, December 3, 2025 by 1:00 P.M.

Submission Office:

City of Vineland Purchasing Department
5th Floor
City Hall
640 E. Wood Street
Vineland, NJ 08360

Respondents shall clearly mark their submittal package with the title of this RFP and the name of the responding firm, addressed to the Purchasing Agent. The original proposal shall be marked to distinguish it from the copies.

Respondents are required to submit their expressions of interest, qualifications and experience. **One (1) original and Five (5) copies** of the Proposal, INCLUSIVE OF ALL information must be provided to the City's Purchasing Agent. Proposals are scheduled to be opened **1:00 PM on Wednesday, December 3, 2025**. Any proposals received after said opening whether by mail or otherwise, will be returned unopened. The City assumes no responsibility for delays in any form of carrier, mail, or delivery service causing the proposal to be received after the above-referenced due date and time. Submission by fax, e-mail or telephone is NOT PERMITTED. Delivery of a proposal to any other City of Vineland Department or office is not acceptable and may result in your bid arriving late in the Purchasing Department. It is the bidder's responsibility to make sure the proposal is delivered to the proper office as listed above.

Only those RFP responses received prior to or on the submission date & time will be considered. Responses delivered before the submission date and time specified above may be withdrawn upon written application of the respondent who shall be required to produce evidence showing that the individual is or represents the principal or principals involved in the proposal. After the submission date and time specified above, responses must remain firm for a period of sixty (60) days.

City Representative for this Solicitation

Please direct all questions in writing to:

Miguel A. Mercado, QPA
Purchasing Agent
Voice: (856) 794-4040

Fax: (856) 794-4327

Email: PurchasingOffice@vinelandcity.org

NOTE: Questions must be submitted in writing no later than noon on Monday, November 17, 2025. Questions received after this day and time will not be accepted.

Interpretations and Addenda

Respondents are expected to examine the RFP with care and observe all its requirements. All questions about the meaning or intent of this RFP, all interpretations and clarifications considered necessary by the owner's representative in response to such comments and questions will be issued by Addenda mailed or delivered to all parties recorded as having received the RFP package. Only comments and questions responded to by formal written Addenda will be binding. Oral interpretations, statements or clarifications are without legal effect.

Cost Liability and Additional Costs

The owner assumes no responsibility and liability for costs incurred by the respondents prior to the issuance of an agreement. The liability of the owner shall be limited to the terms and conditions of the contract.

Respondents will assume responsibility for all costs not stated in their proposals. All unit rates either stated in the proposal or used as a basis for its pricing are required to be all-inclusive. Additional charges, unless incurred for additional work performed by request of the owner, are not to be billed and will not be paid.

Statutory and Other Requirements

Compliance with Laws

Any contract entered into between the contractor and the owner must be in accordance with and subject to compliance by both parties with the New Jersey Local Public Contracts Law. The contractor must agree to comply with the non-discrimination provisions and all other laws and regulations applicable to the performance of services there under. The respondent shall sign and acknowledge such forms and certificates as may be required by this section.

Mandatory Affirmative Action Compliance

No firm may be issued a contract unless it complies with the Affirmative Action requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 as identified in the documents attached hereto. The form enclosed herein shall be properly executed.

Americans with Disabilities Act of 1990

Discrimination on the basis of disability in contracting for the delivery of services is prohibited. Respondents are required to read American with Disabilities language that is part of the documents attached hereto and agree that the provisions of Title II of the Act are made part of the contract. The contractor is obligated to comply with the Act and hold the owner harmless.

Stockholder Disclosure

No corporation or partnership shall be awarded any contract for the performance of any work or the furnishing of any goods, unless, with receipt of the proposal of said corporation or partnership, there is submitted a statement setting forth the names and addresses of all stockholders in the corporation or partnership who own ten (10) percent or greater interest therein. Respondents shall complete and submit the form of statement included herein.

N.J. Business Registration Certificate

Pursuant to C57, PL2004, all New Jersey and out of state business organizations must obtain a Business Registration Certificate from the New Jersey Department of the Treasury, Division of Revenue, prior to conducting business in the State of New Jersey. Respondents shall be required to submit proof of their valid Business Registration prior to contract award. Questions regarding Business Registration may be directed to the Division of Revenue at (609) 292-1730. Online filing is available at www.state.nj.us/treasury/revenue/taxreg.htm.

Insurance and Indemnification

If it becomes necessary for the contractor, either as principal or by agent or employee, to enter upon the premises or property of the owner in order to construct, erect, inspect, make delivery or remove property hereunder, the contractor hereby covenants and agrees to take use, provide and make all proper, necessary and sufficient precautions, safeguards, and protection against the occurrence of happenings of any accident, injuries, damages, or hurt to person or property during the course of the work herein covered and his/her sole responsibility.

The contractor further covenants and agrees to indemnify and save harmless the owner from the payment of all sums of money or any other consideration(s) by reason of any, or all, such accidents, injuries, damages, or hurt that may happen or occur upon or about such work and all fines, penalties and loss incurred for or by reason of the violation of any owner regulation, ordinance or the laws of the State, or the United States while said work is in progress.

The contractor shall purchase and maintain during the entire period of this contract, professional liability insurance which shall protect the contractor and the City from any and all claims that may arise out of or result from the contractor's performance of this contract. A Certificate of Insurance in the amount of one million (\$1,000,000.00) dollars per occurrence/three million (\$3,000,000.00) annual aggregate shall be provided to the City prior to contract award.

Multiple Proposals Not Accepted

More than one proposal from an individual, a firm or partnership, a corporation or association under the same or different names, shall not be considered.

Failure to Enter Contract

Should the respondent, to whom the contract is awarded, fail to enter into a contract within ten (10) days, Sundays and holidays excepted, the owner may then, at its option, accept the proposal of another respondent.

Termination of Contract

If, through any cause, the contractor shall fail to fulfill in a timely and proper manner obligations under the contract or if the contractor violates any requirements of the contract, the owner shall thereupon have the right to terminate the contract by giving written notice to the contractor of such termination at least thirty (30) days prior to the proposed effective date of the termination. Such termination shall relieve the owner of any obligation for the balances to the contractor of any sum or sums set forth in the contract.

The contractor agrees to indemnify and hold the owner harmless from any liability to subcontractors/suppliers concerning payment for work performed or goods supplied arising out of the lawful termination of the contract by the owner under this provision. In case of default by the contractor, the owner may procure the articles or services from other sources and hold the contractor responsible for any excess cost occasioned thereby.

Challenge of Specifications

Any respondent who wishes to challenge a specification shall file such challenge in writing with the Director of Purchasing no less than three (3) business days prior to the opening of the RFP's. Challenges filed after that time shall be considered void and having no impact on the owner or the award of contract.

Payment

Invoices shall specify, in detail, the period for which payment is claimed, the services performed during the prescribed period, the amount claimed and correlation between the services claimed and the Proposal Document.

The City may withhold all or partial payments on account of subsequently discovered evidence including but not limited to the contractor not complying with the terms of the contract.

When the above grounds are removed, payment shall be made for amounts withheld because of them.

Contractors shall be required to sign a City voucher for payment.

Ownership of Material

The owner shall retain all of its rights and interest in any and all documents and property both hard copy and digital furnished by the owner to the contractor for the purpose of assisting the contractor in the performance of this contract. All such items shall be returned immediately to the owner at the expiration or termination of the contract or completion of any related services, pursuant thereto, whichever comes first. None of the documents and/or property shall, without the written consent of the owner, be disclosed to others or used by the contractor or permitted by the contractor to be used by their parties at any time except in the performance of the resulting contract.

Ownership of all data, materials and documentation originated and prepared for the owner pursuant to this contract shall belong exclusively to the owner. All data, reports, computerized information, programs and materials related to this project shall be delivered to and become the property of the owner upon completion of the project. The contractor shall not have the right to use, sell, or disclose the total of the interim or final work products, or make available to third parties, without the prior written consent of the owner. All information supplied to the owner may be required to be supplied on CD-ROM media compatible with the owner's computer operating system, MS Windows based, Lotus Suite.

Annual Disclosure Statement on Political Contributions

The contractor is hereby advised of the responsibility to file an annual disclosure statement on political contributions with the New Jersey Election Law Enforcement Commission pursuant to N.J.S.A. 19:44A-20.13 (P.L. 2005, c. 271, s.3) if the contractor receives contracts in excess of \$50,000.00 from public entities in a calendar year. It is the contractor's responsibility to determine if filing is necessary. Additional information on this requirement is available from ELEC at (888) 313-3532 or at www.elec.state.nj.us.

Proposal Forms

The following forms are contained in the attachments. All forms are required and shall be completed and made part of the proposal submitted.

Stockholder Disclosure
Affirmative Action Statement
Acknowledgment of Receipt of Addenda, if any.
Disclosure of Investment Activities in Iran

Proposals to Remain Subject to Acceptance

RFP responses shall remain open for a period of sixty (60) calendar days from the stated submittal date. The owner will either award the Contract within the applicable time period or reject all proposals. The owner may extend the decision to award or reject all proposals beyond the sixty (60) calendar days when the proposals of any respondents who consent thereto may, at the request of the owner, be held for consideration for such longer period as may be agreed.

Rejection of Proposals

The owner reserves the right to reject any or all proposals, or to reject any proposals if the evidence submitted by, or investigation of such respondent fails to satisfy the owner that such respondent is properly qualified to carry out the obligations of the RFP and to complete the work contemplated therein. The owner reserves the right to waive any minor informality in the RFP.

Evaluation Process

An evaluation team will review all proposals to determine if they satisfy the Proposal Requirements, determine if a proposal should be rejected and evaluate the proposals based upon the Evaluation Criteria. The highest-ranking respondent will then be recommended to the governing body for award of contract, based on price and other factors.

Evaluation Criteria

The criteria considered in the evaluation of this proposal shall be as follows. The arrangement of the criteria is not meant to imply order of importance in the selection process. All criteria will be used to select the successful respondent or respondents.

Understanding of the Requested Work

The proposals will be evaluated for general compliance with instructions and requests issued in the RFP. Non-compliance with significant instructions shall be grounds for disqualification of proposals.

Knowledge and Technical Competence

This includes the ability of the respondent to perform all of the tasks and adequately fulfill the requirements specified herein.

Management, Experience and Personnel Qualifications

Expertise of the firm shall be demonstrated by past contract successes providing government agencies with similar services.

The respondent will be evaluated on knowledge, experience, prior collaboration and successful completion of projects/services similar to that requested in this RFP. In addition to relevant experience, respondents shall provide personnel qualifications in the Proposal.

Ability to Complete the Services in a Timely Manner

This is based on the estimated duration of the tasks and the respondent's ability to accomplish these tasks as stated.

Cost to Provide Services

Provide your costs for the services requested on the Cost Proposal page provided in RFP.

Notice of Award

The successful respondent will be notified of the award of contract upon a favorable decision by the governing body at which time the respondent shall be required to execute a Vineland City contract.

Contract Records

As per N.J.A.C. 17:44-2.2 Vendor shall maintain all documentation related to products, transactions or services under this contract for a period of five years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request.

(REVISED 4/10)

EXHIBIT A
MANDATORY EQUAL EMPLOYMENT OPPURTUNITY LANGUAGE
N.J.S.A. 10:5-31 et seq. (P.L. 1975, C.127)
N.J.A.C.17:27

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

1. Letter of Federal Affirmative Action Plan Approval
2. Certificate of Employee Information Report
3. Employee Information Report Form AA302 (electronically provided by the Division and distributed to the public agency through the Division's website at:
www.state.nj.us/treasury/contract_compliance

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Public Contracts Equal Employment Opportunity Compliance as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Public Contracts Equal Employment Opportunity Compliance for conducting a compliance investigation pursuant to **Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.**

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**AMERICANS WITH DISABILITIES ACT OF
1990
Equal Opportunity for Individuals with
Disability**

The contractor and the City of Vineland, (hereafter "City") do hereby agree that the provisions of Title 11 of the Americans with Disabilities Act of 1990 (the "Act") (*42 U.S.C. SJ 21 01 et seq.*), which prohibits discrimination on the basis of disability by public entities in all services, programs, and activities provided or made available by public entities, and the rules and regulations promulgated pursuant there unto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the City pursuant to this contract, the contractor agrees that the performance shall be in strict compliance with the Act. In the event that the contractor, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the contractor shall defend the City in any action or administrative proceeding commenced pursuant to this Act. The contractor shall indemnify, protect, and save harmless the City, its agents, servants, and employees from and against any and all suits, claims, losses, demands, or damages, of whatever kind or nature arising out of or claimed to arise out of the alleged violation. The contractor shall, at its own expense, appear, defend, and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the City's grievance procedure, the contractor agrees to abide by any decision of the City which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the City, or if the City incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the contractor shall satisfy and discharge the same at its own expense.

The City shall, as soon as practicable after a claim has been made against it, give written notice thereof to the contractor along with full and complete particulars of the claim, if any action or administrative proceeding is brought against the City or any of its agents, servants, and employees, the City shall expeditiously forward or have forwarded to the contractor every demand, complaint, notice, summons, pleading, or other process received by the City or its representatives.

It is expressly agreed and understood that any approval by the City of the services provided by the contractor pursuant to this contract will not relieve the contractor of the obligation to comply with the Act and to defend, indemnify, protect, and save harmless the City pursuant to this paragraph.

It is further agreed and understood that the City assumes no obligation to indemnify or save harmless the contractor, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the contractor expressly understands and agrees that the provisions of this indemnification clause shall in no way limit the contractor's obligations assumed in this Agreement, nor shall they be construed to relieve the contractor from any liability, nor preclude the City from taking any other actions available to it under any other provisions of the Agreement or otherwise at law.

**NEW JERSEY ANTI-DISCRIMINATION PROVISIONS
NJ.S.A.10:2-1 ET SEQ.**

Pursuant to NJ.S.A. 10:2-1, if awarded a contract, the contractor agrees that:

- A. In the hiring of persons for the performance of work under this contract or any subcontract hereunder, or for the procurement, manufacture, assembling or furnishing of any such materials, equipment, supplies or services to be acquired under this contract, no contractor, nor any person acting on behalf of such contractor or subcontractor, shall, by reason of race, creed, color, national origin, ancestry, marital status, gender identity or expression, affectional or sexual orientation or sex, discriminate against any person who is qualified and available to perform the work to which the employment relates;
- B. No contractor, subcontractor, nor any person on his behalf shall, in any manner, discriminate against or intimidate any employee engaged in the performance of work under this contract or any subcontract hereunder, or engaged in the procurement, manufacture, assembling or furnishing of any such materials, equipment, supplies or services to be acquired under such contract, on account of race, creed, color, national origin, ancestry, marital status, gender identity or expression, affectional or sexual orientation or sex;
- C. There may be deducted from the amount payable to the contractor by the contracting public agency, under this contract, a penalty of \$50.00 for each person for each calendar day during which such person is discriminated against or intimidated in violation of the provisions of the contract; and
- D. This contract may be canceled or terminated by the contracting public agency, and all money due or to become due hereunder may be forfeited, for any violation of this section of the contract occurring after notice to the contractor from the contracting public agency of any prior violation of this section of the contract.

City of Vineland

Revised Contract Language for BRC Compliance

Goods and Services Contracts (including Purchase Orders)

*Construction Contracts (including Public Works related Purchase Orders)

N.J.S.A. 52:32-44 imposes the following requirements on contractors and all subcontractors that knowingly provide goods or perform services for a contractor fulfilling this contract:

1. The contractor shall provide written notice to its subcontractors and suppliers to submit proof of business registration to the contractor;
2. Subcontractors through all tiers of a project must provide written notice to their subcontractors and suppliers to submit proof of business registration and subcontractors shall collect such proofs of business registration and maintain them on file;
3. Prior to receipt of final payment from a contracting agency, a contractor must submit to the contracting agency an accurate list of all subcontractors and suppliers or attest that none was used;
4. During the term of this contract, the contractor and its affiliates shall collect and remit and shall notify all subcontractors and their affiliates that they must collect and remit to the Director, New Jersey Division of Taxation, the use tax due pursuant to the Sales and Use Tax Act, (N.J.S.A. 54:32B-1 et seq.) on all sale of tangible personal property delivered into this State.

Pursuant to J.J.S.A. 54:49-4.1, a business organization that fails to provide a copy of a business registration as required, or that provides false business registration information, shall be liable for a penalty of \$25 for each day of violation, not to exceed \$50,000, for each proof of business registration not properly provided under a contract with a contracting agency. Information on the law and its requirements is available by calling (609) 292-9292.

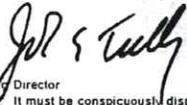
NEW JERSEY BUSINESS REGISTRATION

Pursuant to P.L. 2004, c.57, all consultants (both in-state and out-of-state) must obtain a Business Registration Certificate (BRC) from the New Jersey Department of the Treasury, Division of Revenue prior to conducting business with the NJTPA. A consultant or sub-consultant who fails to submit a copy of a valid BRC in accordance with the statute will be held liable for monetary penalties in accordance with N.J.S.A. 54:49-4.1. Questions regarding how to obtain a BRC can be directed to the New Jersey Division of Revenue at (609) 292-1730. The business registration form (Form NJ-REG) can be found online at:

<http://www.state.nj.us/treasury/revenue/busregcert.shtml> or

<http://www.state.nj.us/treasury/revenue/gettingregistered.shtml>

Sample New Jersey Registration Certificates:

STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE		DEPARTMENT OF TREASURY/ DIVISION OF REVENUE PO BOX 252 TRENTON, N J 08646-0252
TAXPAYER NAME:	TRADE NAME:	
TAXPAYER IDENTIFICATION#:	SEQUENCE NUMBER:	
ADDRESS:	ISSUANCE DATE:	
EFFECTIVE DATE:		
FORM-BRC(08-01)	<small>Active Director</small>	<small>This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.</small>

	STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
Taxpayer Name:	TAX REG TEST ACCOUNT
Trade Name:	
Address:	847 ROEBLING AVE TRENTON, NJ 08611
Certificate Number:	1093907
Date of Issuance:	October 14, 2004
For Office Use Only:	
	20041014112823533



REQUEST FOR PROPOSALS

ELECTRONIC PAYMENT PROCESSING SERVICES

COV RFP NO. 2025-39

Notice is hereby given that City of Vineland (COV) is soliciting proposals for electronic payment processing services as described in the attached Request for Proposals. COV will receive proposals from qualified service providers that are currently processing transactions from merchants under the Payment Card Industry (PCI) Data Security requirements and “Red Flags Rule”. Sealed submittals will be accepted up until 1:00 pm, EST, Wednesday December 3, 2025. Proposals received after that time and date will not be considered. City of Vineland accepts no responsibility if delivery is made to another address or other issues arise that cause a submittal to be late or not received by the deadline. All submitted proposals will be reviewed by an evaluation team which will select the best proposal based on an evaluation criteria. Once a service provider is selected, a recommendation is made to Vineland City Council for entering into a contractual agreement for services. The schedule for this solicitation is as follows:

Proposals Due by: December 3, 2025

Service providers interested in this project should submit a proposal to:

Attn: Miguel A. Mercado, QPA
City of Vineland
640 E. Wood Street
P.O. Box 1508
Vineland, NJ 08362-1508

Phone: (856) 794-4000 ext. 4042
E-mail: mmercado@vinelandcity.org

COV RFP NO. 2025-39
CITY OF VINELAND (COV)

REQUEST FOR PROPOSALS FOR ELECTRONIC PAYMENT PROCESSING SERVICES

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CITY OF VINELAND (COV)

REQUEST FOR PROPOSALS FOR ELECTRONIC PAYMENT PROCESSING SERVICES

I. INTRODUCTION

City of Vineland ("COV") is currently seeking proposals from qualified service providers authorized to do business in the State of New Jersey, to provide electronic payment processing services (i.e. credit/debit cards, e-checks, electronic funds transfers, electronic wallet programs, etc.) This includes both online and pay by phone payment options. The Pay by phone option shall be via an Interactive Voice Response System (IVR), which shall include as many ancillary IVR features as necessary.

COV is interested in modernizing its payment and customer notification processes. The service will include one-time and recurring online payments, IVR phone payments, mobile payments, eBilling, outbound customer notifications (including high-volume call-outs), credit card and eCheck processing, as well as any additional payment solution options that may be available. COV requires these services to fully integrate with its existing systems (Cayenta and EPR) and processes.

It is the intent of COV to establish a mutually beneficial relationship with a vendor that is committed to providing solutions to meet COV's intent to provide as many convenient payment options as possible to its customers, and to streamline communications regarding the status of accounts and receiving payments. Ideally, the selected proposer will have experience providing software solutions to multiple municipal departments.

COV will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation or citizenship status.

COV currently provides Electric Service to 25,683 customers, Water Service to 15,342 customers, and Solid Waste service to 15,783. As an added convenience to its customers, COV provides combined billing.

Electronic payment processing services are currently being offered to COV customers via a third party payment link accessed from COV's Customer Self Service (CSS) portal. COV averages 4,463 online & IVR payment transactions per month and 1,740 e-check transactions.

COV intends to offer to payers of utility bills, the option of paying via ACH/EFT, credit or debit card either in person via kiosk, via telephone, electronically via the Internet, and mobile application. A description of the required services is included in Section III, D.

It is COV's intention to provide this service to its customers by January 1, 2026 (Targeted implementation date).

COV is seeking an all-in-one, fully-hosted solution from a single vendor/proposer in order to simplify contract oversight and administration, consolidate costs, and deliver a more seamless experience for its customers. COV encourages all interested proposers to respond to all parts of the RFP. If provider fails to respond to all parts of the RFP, proposal will not be accepted and considered incomplete.

Service providers with access to credit/debit card cardholder data must adhere to the Payment Card Industry (PCI) Data Security requirements and the General Data Protection Regulation (GDPR) newly adopted by the European Commission (EU). Service providers must agree they are responsible for security of cardholder data in their possession. Service providers must agree data can ONLY be used

for assisting COV in completing a transaction, supporting a loyalty program, supporting COV, providing fraud control services, or for other uses specifically required by law.

Service providers must agree to provide business continuity in the event of a major disruption, disaster or failure.

Service providers must contact COV immediately to advise them of any breaches in security where card data has been compromised. In the event of a security intrusion, the service providers must agree that the Payment Card Industry representative, or a Payment Card Industry approved third party, will be provided with full cooperation and access to conduct a thorough security review. The review will validate compliance with the Payment Card Industry Data Security Standard for protecting cardholder data in addition to compliance with the “red flags rule”.

Service providers must agree to properly dispose of sensitive cardholder data when no longer needed. The Service providers must continue to treat cardholder data as confidential upon contract termination. The Service providers must provide COV with documentation showing PCI Data Security certification has been achieved and must also provide their “red flags rule” policies and procedures. The Service providers must advise COV of all failures to comply with the PCI Data Security Requirements. Failures include, but are not limited to system scans and self-assessment questionnaires. The Service providers must provide a time line for corrective action.

II. PROPOSAL PROCEDURES

A. PREPARATION OF PROPOSAL

Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate, and reliable presentation. For ease of review, the proposals must follow the outline in Section III of this RFP. Each response must be clearly numbered and the full question listed. A cover letter signed by the authorized official should be included.

PROPOSAL CONDITIONS AND INFORMATION:

One original (1) and five (5) copies of the proposal must be submitted to:

City of Vineland
640 E. Wood Street
P.O. Box 1508
Vineland, NJ 08362-1508
Attn: Miguel A. Mercado, Purchasing Agent

Please mark on lower left hand corner of envelope: **“COV RFP NO.2025-39 – Electronic Payment Processing Services”**

The original should be marked or identified as “Original” so as to distinguish it from the copies and it must have an original signature and date.

PROPOSAL SUBMISSION:

Proposals will be received and opened on **Wednesday December 3, 2025, in the Office of the Purchasing Agent.** Any proposals received after said opening whether by mail or otherwise, will be returned unopened. Proposals shall be provided in a sealed envelope with the title of the RFP clearly marked on the outside. The City assumes no responsibility for delays in any form of carrier, mail, or delivery service causing the proposal to be received after the above-referenced due date and time. Submission by fax, e-mail or telephone is NOT PERMITTED. Delivery of a proposal to any other City of Vineland Department or office is not acceptable and

may result in your bid arriving late in the Purchasing Department. It is the bidder's responsibility to make sure the proposal is delivered to the proper office as listed above.

Only those RFP responses received prior to or on the submission date & time will be considered. Responses delivered before the submission date and time specified above may be withdrawn upon written application of the respondent who shall be required to produce evidence showing that the individual is or represents the principal or principals involved in the proposal. After the submission date and time specified above, responses must remain firm for a period of sixty (60) days.

B. INQUIRIES AND SUBMISSION OF PROPOSALS

Questions regarding this proposal must be submitted in writing by e-mail to Miguel A. Mercado, Purchasing Agent, mmercado@vinelandcity.org, no later than noon on Monday November 17, 2025. Questions received after the deadline will not be accepted or answered.

C. TIME AND LOCATION OF PROPOSER'S PRESENTATION

COV will require service providers to provide a proof of concept live demonstration via teleconference. At these demonstrations/presentations, the service providers will have the opportunity to clarify the proposal to COV personnel. COV will schedule all demonstrations. Representatives of COV may want to interview a client reference via teleconference to observe the application in an actual working environment. The award/negotiation sequence will be based on a selection methodology established by COV.

D. EFFECTIVE PERIOD OF PROPOSALS

All proposals must state the period for which the proposal shall remain in effect (i.e. how much time does COV have to accept or reject the proposal under the terms proposed?). Such period shall not be less than 90 days from the proposal date.

E. RIGHT OF REJECTION BY COV

Notwithstanding any other provisions of this RFP, COV reserves the right to award this contract to the provider that best meets the requirements as determined by the sole discretion of COV and not necessarily to the lowest proposer. Further, COV reserves the right to reject any or all proposals prior to execution of the contract for any or no reason and without penalty or cost to COV.

F. AWARD OF CONTRACT

COV shall select a service provider by means of a Notice of Award issued by the RFP evaluation committee. Neither the selection of a service provider nor the issuance of a Notice of Award shall constitute COV's acceptance of the proposal or a binding commitment on behalf of COV, to enter into a services contract with the service provider, as any binding arrangement must be set forth in definitive documentation signed by both parties and subject to all requisite approvals.

G. CONTRACT NEGOTIATIONS

After issuance of the Notice of Award, COV intends to enter into contract negotiations with the winning service provider who shall be required to enter into a written contract or contracts with COV for merchant card and/or Internet and/or electronic payment processing services in a form approved by COV's legal counsel. This RFP and the proposal, or any part thereof, may be incorporated into and made a part of the final contract. COV reserves the right to negotiate the terms and conditions of the contract with the selected proposer. These negotiations could include all aspects of services and fees.

H. CONTRACT TERMS

It is COV's intention to award a contract for an initial one (1) year period with the option to renew for three (3), one-year periods for a possible total contract term of four (4) years. The decision to renew the contract will be at the sole discretion of City of Vineland (COV).

III. INFORMATION REQUESTED

A. EXECUTIVE SUMMARY

B. QUALIFICATIONS AND EXPERIENCE - All proposers must provide this information.

1. Provide a general overview and brief history of your organization, including parent and/or subsidiary companies and the number of employees.
2. Provide the address of the office location that will service the account.
3. Provide a list of the firm's holidays during which your operations are closed.
4. Provide a list of utilities, governments and/or public entities for which you provide these payment-processing services, the type of service you provide, and the length of time you have provided this service. List all current and past customers.
5. Provide a list of subcontractors, the services they provide, and the length of time they've been working with your company.
6. List all software companies you currently interface with.
7. Please list mergers/acquisitions your company has gone through in the last fifteen (15) years related to the services proposed.
8. List other services your company offers that may be beneficial for future consideration that may not fit the requirements described within the context of this RFP.
9. Is there any pending legal action against your company? If so, please describe.
10. What was your client retention rate for each of the last five years? Please provide specific percentages for each year.
11. List the last five (5) clients you have lost. Please specify their reasons for discontinuing services with your company as well as the date they discontinued services.
12. List the significant service offering enhancements made in the last 12 months, in the last 36 months and what is planned for the future.

C. PERSONNEL - All proposers must provide this information.

1. Provide the name, title, address, telephone number, fax number and electronic mail address of the primary contact person assigned to this account for whom COV personnel will liaise.
2. Provide biographical information on senior staff that will be involved in the management of COV's account, and what, if any, EXPERIENCE these employees have in working with public agencies. Describe the proposed role of each with regard to COV's account.

D. SCOPE OF SERVICE REQUIREMENTS

Proposers must respond to all Scope of Service requirements listed in the Functional Requirements Table shown below. The word “must” in a requirement indicates a required feature, and the word “should” indicates a desired feature. The Proposer must clearly indicate whether or not each requirement will be provided in the solution for COV. Please respond with “Y” (Yes), “N” (No), or “O” (Optional) answer, as defined using the criteria below:

- “Y” (Yes) – indicates the item will be supplied as specified and is part of the Proposer’s base price proposal.
- “N” (No) – indicates the item will not be supplied.
- “O” (Optional) – indicates that the item will not be supplied as specified, but is being provided by Proposer as an optional component that may require modification to conform to the requirement. Proposer shall include a price for each optional component in the Price Proposal.

The Functional Requirements Table must be completed using the format provided and included in the proposal submitted. Any explanatory details shall be provided in the Proposer Explanatory Details column. If additional space is needed, the proposer can add details after the tables using the Requirement Number as a reference. Requirements that are left blank will be assumed to be unavailable as specified.

FUNCTIONAL REQUIREMENTS TABLE

#	Requirements	Y/N/O	Proposer Explanatory Details
1.	Service must be a fully-hosted application service provider infrastructure. All online, mobile, IVR, eBilling, payment processing, and notification system service components must be housed off-site and not under the care or control of COV.		
2.	System must support real-time data exchange between the CIS database and the proposer’s hosted service. Customers must be able to access real-time balance and payment information by mobile, IVR, and web. Payments taken must post back into the CIS database in real-time. (COV is responsible for acquiring the necessary Application Programming Interface (API) from CIS.)		
3.	The Service must provide hosted interfaces that support the following credit card and eCheck payment processing functions: authorizations, charges, settlement, credits, refunds and voids, scheduled payments, credit card chargeback and ACH reject notifications.		
4.	Staff must be able to use a single web interface to search, view and report on all payment activity by payment type (e.g., card type, debit, eCheck) and payment method (e.g., IVR, mobile, POS, on-line). COV staff		

	must be able to search by account number, date range, and confirmation number.		
5.	The Service must allow COV staff to create reports and export to a usable digital format (preferably CSV) for daily, monthly, or a date range of payment activity.		
6.	Proposer must provide an automated nightly batch for all card payments with a single reconciliation process for all payment channels.		
7.	The proposer should provide live 24/7/365 support by phone and email for payment issues.		
8.	The Service must be PCI, GDPR, and red flag compliant.		
9.	The Service must accept Visa, Visa-debit, MasterCard, MasterCard debit, Discover, American Express, eCheck, and support Address Verification Service (AVS), Credit Verification Value (CVV), and Credit Verification Value 2 (CVV2) collection to mitigate fraud. Also, to be able to accept application based payments (i.e. PayPal CashApp, Venmo, etc)		
10.	All payment solution updates, upgrades, and enhancements for the billing, payment and notification Service must be performed by the proposer remotely without any additional costs to COV.		
11.	Merchant services for processing must allow COV to continue to use their current banking relationships for deposit accounts.		
12.	The service must be installed within 60 days of the purchase order.		
13.	The proposer's service must be able to support absorbing convenience fees through all payment channels, as well as able to mix absorbed and non-absorbed fee transactions in terminals, online, and through IVR.		
14.	The proposer's service must be capable of allowing customers to make a donation payment for "School Counts" program.		
15.	The proposer must have the ability to demonstrate the company's solution in a live, preproduction environment using data provided by the COV.		
16.	Transaction Limit: The electronic payment processing service must support a minimum cap/limit for credit/debit card transactions of at least \$1,000.00.		
#	On-line Payments and Portal	Y/N/O	Proposer Explanatory Details

16.	Proposer must be in compliance with the Web Content Accessibility Guidelines (WCAG) and provide TTY support.		
17.	Customers must be able to register an on-line account to have access to more advanced features and make payments.		
18.	Service must support making payments that are more or less than the bill amount.		
19.	Customers must be able to view 24 months of payment history and consumption history; 24 months of payment and consumption history must be available at Service “Go Live”.		
20.	Customers must be able to view and extract past billing statements; 24 months of billing statements must be available at the time of Service “Go Live”.		
21.	Web interface should be provided in both an English and Spanish-language version.		
22.	Customers must be able to pay multiple utility accounts with a single payment. The service must use single sign-on when customers sign-in to multiple accounts.		
23.	Customers must be able to make payments using traditional credit cards (i.e. Visa, MasterCard, Discover, American Express, etc), eCheck, and application based payments (i.e. PayPal CashApp, Venmo, etc)		
24.	Customers must be able to securely save credit card and bank account information for future use on the payment portal.		
25.	Customers must be able to set up automatic recurring payments (“auto pay”) by credit card or ACH for any day of the month. Customers signed up for auto pay will receive an email notice of pending payment.		
26.	Customers must be able to turn on / turn off email or text bill reminders; email or text bill reminders must contain a link to the online portal.		
27.	Email or text bill reminders must only be sent to customers with a balance.		
28.	Customers must be able to use the web service to opt in or out of paper billing.		
29.	The web site must recognize various account statuses (e.g., closed, delinquent, scheduled for shut-off, “cash only”) and handle the web presentation differently based on business rules.		
30.	Service must not allow a customer to make a double payment without warning notification.		
#	Pay by Phone - IVR	Y/N/O	Proposer Explanatory Details

31.	IVR must be fully hosted by the Proposer and provide a web-based administrative interface. Changes made by the administrator must be immediate.		
32.	IVR must generate system error notifications for real-time troubleshooting.		
33.	IVR must disconnect users after inactivity for a set amount of time.		
34.	IVR system must prevent telephone users from being trapped in a loop/menu.		
35.	IVR must be a user-friendly system that accounts for novice users as well as experienced users who don't need to hear the entirety of all instructional prompts.		
36.	IVR must include support for addressing frequently asked questions.		
37.	IVR must supply two call transfer numbers – one for business hours and the other for after-hours call handling. Staff must have the routine ability to transfer calls with both routing options.		
38.	Customers must be able to hear their current account balance, due date, most recent payment amount, and date of most recent payment.		
39.	Customers must be able to make payments using Visa, Visa-debit, MasterCard, MasterCard debit, Discover, American Express and eCheck, and support Address Verification Service (AVS), Credit Verification Value (CVV), and Credit Verification Value 2 (CVV2) collection for credit cards.		
40.	IVR must be provided in both English-language and Spanish-language call flows.		
41.	IVR call flows must include professionally recorded voice prompts.		
42.	IVR must utilize both English-language text-to-speech and Spanish-language text-to-speech engines for any non-recorded read back.		
43.	IVR must allow COV to insert temporary messages at the beginning on the IVR call.		
44.	The IVR must be able to provide callers with their past due amount as a separate line item for read-back.		
45.	The IVR must have ability to enforce payment of delinquent amounts as a minimum.		
46.	The IVR must not allow customers to pay by eCheck on accounts that are flagged as "cash		

	only”; these accounts must only be allowed to pay by credit card.		
47.	The IVR service must be able to notify COV staff when a customer on the shut-off list makes a successful payment.		
48.	The IVR must be able to identify caller accounts with a missing phone number and prompt the user to enter their phone number, which will subsequently update the CIS database with the new phone number.		
49.	IVR must provide a log of payment attempts.		
50.	The IVR must allow customers to make partial payments or pay an amount greater than the amount due.		
51.	The IVR must be able to play a courtesy message when the IVR is off-line for maintenance.		
52.	The IVR must provide reports of all calls including duration, date/time of payment, payment amount, and daily/monthly/annual summary totals.		
53.	The IVR must comply with National Automated Clearinghouse Association (NACHA) regulations.		
#	Outbound Customer Notifications	Y/N/O	Proposer Explanatory Details
54.	The service must allow COV staff to create and manage outbound call and email campaigns.		
55.	Staff must be able to store and categorize notifications for future use.		
56.	Staff must be able to utilize ad-hoc contact lists for immediate notification.		
57.	A single list of contacts must be able to contain combinations of different communication channels including phone, email and text.		
58.	The message content must be able to contain dynamic information specific to the call recipient (e.g., street address, amount due).		
59.	Notifications must be able to be scheduled to run at a specific time.		
60.	Notifications must be able to be prioritized if multiple jobs are running at the same time.		
61.	The Service must provide a report of the final disposition (i.e., live person, voice mail, no answer, bad number) of each call attempt. Service must report number of call attempts and call duration. Service must post data back into CIS so it can be viewed when an account is pulled up in CIS as well as allow report data to be exported to Excel (e.g. CSV).		

62.	For calls that go to voice mail, the Service must be able to leave an alternative message different than the original message content.		
63.	COV staff must be able to set the number of retry attempts for calls that are either not answered or go to voice mail.		
64.	Service must offer accurate voice mail / answering machine detection.		
65.	Service must support both Text-to-Speech and recorded voice files.		
66.	Service must support concurrent outbound notifications for day-to-day use.		
67.	Service must allow for simultaneous outbound calls so COV can quickly notify all customers of time-critical information.		
68.	Service must integrate with the inbound IVR system by allowing call recipients to Press a number (i.e. "2") to enter the IVR system to make a payment by credit card or check without requiring them to enter their account number.		
69.	Service must allow call recipients to transfer to customer service during office hours.		
#	Mobile Payments	Y/N/O	Proposer Explanatory Details
70.	Proposer must provide a web payment interface formatted for mobile devices.		
71.	Customers must be able to quickly make a payment using their mobile device without registering an on-line account.		
72.	Customers must be able to make a payment by credit/debit card and eCheck.		
73.	Customers must be able to receive an email confirmation when a mobile payment is made.		
#	Kiosk	Y/N/O	Proposer Explanatory Details
74.	Proposer should provide kiosk options		

- 1. Subcontractors/Partners** – List all subcontractors and/or partners you utilize to provide this service if you are not the sole provider of these services. List the services provided by the contractors and provide the length of time you have been working with said contractors.
- 2. API** - The provider must perform an application program interface (API) allowing the most recent and up to date consumer information to be queried at the time of a transaction. The API must be a two-way communication, pulling necessary payment information and posting the web payment into the CIS software system when completed, at real time.
- 3. Reversals** – Address your ability to allow COV to initiate an automatic reversal. When a reversal is initiated, applicable convenience fees will also be reversed. All reversals must reflect into the CIS software system. COV will be provided with a means to electronically request a reversal for a payment.
- 4. Reports and Files** – Address your ability to provide daily electronic reports that list all funds collected. Such information should include, at a minimum, the type of payment,

applicable account number, amount paid to the COV, convenience fee charged (if a convenience fee model is selected), total amount charged, type of payment used, customers telephone number, customers name, date and time of transaction, a unique ID# of the transaction and method of payment. Indicate if a daily electronic file transmission of all data specified above in a format specified by COV financial institution and software vendor can be provided. An e-mail notification should be sent to COV stating the daily transmission file is ready for pick-up. The name of each transmission file should be unique and contain the transaction date. If there are no transactions for a day, the system provider should send a null file. All files and reports should reflect charges made to COV from 12:00:00 a.m. to 11:59:59 p.m. each day. Monthly and annual summary transaction reports are to be provided to COV broken down by transaction type, include number of charges and total amounts charged, excluding convenience fees. Awarded proposer will be responsible for providing the necessary interface to COV's CIS collection system (Cayenta).

- 4.1 Describe the standard reports available to us and the method by which our staff would access the reports.
 - 4.2 What is the standard delivery time-frame? What delivery methods are available?
 - 4.3 What ad hoc reporting capabilities are offered in your reports suite?
 - 4.4 What access to reporting or reporting components can be controlled at the user level based on permissions as dictated by our business rules?
- 5. Payment of Charges** – The funds received, less convenience fees, shall be transmitted to COV in one lump sum by electronic funds transfer or ACH to an account designated by the Chief Financial Officer. A schedule detailing the proposed timing of remittances to COV by payment type, shall be provided by the proposer.
- 6. Account Verification, Masks and Edits** – Address your proposed means for applying account edits, masks and account verification.
- 7. Customer Services** – Address your ability to provide service to COV customers twenty-four hours a day, seven days a week, and three hundred sixty-five days a year with minimum downtime for maintenance. Indicate if toll free calling by customer to complete transactions is available and indicate if a direct client customer service phone number would be available to COV.
- 8. Support** - Provide an internal customer/system support plan which should include resolution time, support hours, processes, etc.
- 8.1 What resources will be required of our company to maintain, administer, and monitor your solution?
 - 8.2 What online self-service tools are available to us for look-up, research, reporting, etc.?
 - 8.3 If multiple services are selected, will each channel/service require a separate tool and login?
 - 8.4 How do you address system accessibility and functionality by our staff to be restricted to meet our needs?
 - 8.5 Describe the relationship management team that will service the account, as well as their functional responsibilities.

8.6 Describe technical support capabilities, available hours, how the issues are tracked, and the escalation process. What software tool is used for this process?

8.7 What training is provided?

8.8 How are client-requested changes handled? What is the timeframe from request to having the change live in production?

9. Marketing Support – Address ability to provide COV with full marketing support for its payment services, such as publicizing the customer’s ability to pay utility bills with credit cards.

9.1 What promotional materials and marketing support do you offer to increase adoption of the proposed services? What are the additional costs associated with these programs?

9.2 Provide information on your success with other customers migrating to paperless billing and other payment options.

10. Transaction Volume - Address your capability to handle high transaction and high limit volumes.

11. Security - The service provider will be required to be PCI, Red Flag compliant and adhere to the General Data Protection Regulation (GDPR) newly adopted by the European Commission (EU), to maintain a secure site for all transactions.

11.1 Is your company PCI compliant and if so, at what level? Please identify the auditing firm. PCI compliance must be maintained by the provider and is not the responsibility of COV.

11.2 Is your company compliant with the General Data Protection Regulation (GDPR) and Red Flag compliant?

11.3 Describe your procedures to ensure compliance with current and on-going legal and regulatory requirements.

11.4 What security measures are in place to prevent unauthorized user access to either the system or the data?

11.5 What security measures are in place to protect internet transactions?

11.6 What fraud prevention measures does your company have in place?

11.7 Provide examples of quality control and system monitoring.

12. Pricing – The service provider must provide a detailed price proposal that includes all pricing for initial deployment and on-going costs. Provide a complete fee schedule for all of the services described in your proposal. Pricing must include any one-time or set-up charges, charges for software, hosting, testing, training, travel, payment processing, costs for labor, hardware/equipment fees, research fees, minimum fees, interchange fees/rates, "convenience fees", any "costs plus" and/or all other fees that will be charged, and any other costs to be charged by the service provider. Also, the proposer must include any items noted as “optional”. Bidders shall include their proposed fees in their proposal with

no payment limits. COV shall not be a party to arrangements between the card issuers and borrowers with respect to any charges or fees associated with the acquisition and use of credit cards.

12.1 Pricing shall not include payment limits.

12.2 Rates and/or convenience fees will be an important factor in the evaluation of the proposals.

12.3 COV is not required to choose the lowest-cost proposer.

12.4 COV currently offers a convenience fee model. The proposer must build their pricing model based on a fixed convenience fee of \$3.95 per transaction, which will replace the current fixed fee of \$3.25. Additionally, the minimum cap/limit for a single credit/debit card transaction must be at least \$1,000.00.

13. Hardware and Software - COV requires the service provider's software to interface with COV's current collection system (Cayenta). Service provider is required to provide a list of any required equipment needed to accomplish said interfacing.

13.1 What specific hardware or software will be provided in conjunction with your proposed solution? If applicable, please explain and specify the cost(s) and model number(s).

13.2 How much of your organization's capacity (facilities, hardware, software or staff) will be needed to support this opportunity? Describe how your application/infrastructure can handle increasing transaction/user volumes.

13.3 Please provide a detailed diagram of the flow of information within the proposed solution. Please be specific about which flows are real time vs. batch processes.

13.4 Please describe communication protocols for data exchange between our organization and yours. Please include the number and types of files required. Also, describe your ability to leverage existing file formats and delivery methods.

13.5 Describe the tools to be used by our personnel in tracking payments. Does your solution support the use of a common CSR, reporting and management tool across multiple/all payment channels? Describe functions that are supported?

13.6 Discuss how your system would facilitate easily allowing us to take advantage of system enhancements on an ongoing basis.

13.7 Please describe the process and timeline for us to make changes once the service is up and running.

13.8 Please describe the manner in which your organization will support integration with COV's internal Customer Information System (Cayenta).

13.9 What fail-over redundancy is provided within your solution such that any hardware failure does not disable the service?

13.10 How often is your system tested for failover performance? When was the last test performed? What were the results?

- 13.11 What are your disaster recovery procedures and facilities in case of service center failures?
- 13.12 Describe your testing process both for initial implementation and any ongoing service enhancements.
- 13.13 What controls exist to maintain your system reliability?
- 13.14 What is the history of service outages during the preceding 36 months?
- 13.15 Please provide quantified data supporting the number, duration and severity of outages in the past 12 months? Past 60 months?

14. Merchant Accounts - Identify any bank/merchant accounts the COV would be required to establish to facilitate online credit card, debit card and ACH debits.

15. Additional Merchant Accounts - If the COV decides to accept online payments for other municipal obligations, separate merchant accounts would need to be established for each type of payment to track these revenues separately by type.

16. Set up and maintenance - Identify any and all other fees, set up charges, maintenance charges, etc. that may be incurred by the COV to facilitate on-line payments.

17. Contracts - Identify any and all contracts and agreements which need to be entered into by the COV to facilitate electronic payment services.

18. File Formats - Provide detailed file formats for both outgoing payment files and incoming remittance files. These file formats must comply with COV's current collection system (Cayenta) and financial institution.

E. REFERENCES

1. All bidders shall include a list of a minimum of six (6) references: Preferably, two (2) implemented within the last year; two (2) implemented between one and three years, and two (2) implemented more than three years ago; from utilities and other municipalities only, who could attest to the company's knowledge, quality of work, timeliness, diligence, flexibility, and ability to meet budget constraints. Include names, contact persons, phone numbers, and email addresses of all references.
2. References may or may not be reviewed or contacted at the discretion of COV. The COV reserves the right to contact references other than, and/or in addition to, those furnished by the bidder.

IV. EVALUATION AND AWARD CRITERIA

This RFP seeks service providers to provide merchant card processing and/or Internet/electronic payment processing services to the COV. Selection will be made from a list of proposers deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors listed below:

- ❑ Understanding of the needs and operation requirements of the COV.
- ❑ The experience, resources, and qualifications of the firm and individuals assigned to this account.
- ❑ Relevant experience managing similar account relationships with public agency clients.
- ❑ Scope of services offered including degree of automation.
- ❑ Fees and/or charges to be levied to COV and or its customers/payers.
- ❑ Financial strength of proposing firm.
- ❑ Adequacy of financial controls and protection against loss.
- ❑ Quality and scope of conversion plan.
- ❑ The value of any new product or service suggestions or other new ideas and enhancements.
- ❑ Compliance with the requirements of this RFP and quality of proposals.

V. STATEMENT OF RIGHTS AND UNDERSTANDINGS

Please take notice, by submission of a proposal in response to this RFP, the proposer agrees to and understands:

- ❑ Submission of a proposal, attachments, and additional information shall not entitle the proposer to enter into an agreement with COV for the required services;
- ❑ By submitting a proposal, the proposer agrees and understands that COV is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same.

In addition to the foregoing, by submitting a proposal, the proposer also understands and agrees that COV reserves the right, and may at its sole discretion exercise, the following rights and options with respect to this RFP:

- ❑ To reject any or all proposals;
- ❑ To issue amendments to this RFP;
- ❑ To issue additional solicitations for proposals;
- ❑ To waive any irregularities in proposals received after notification to proposers affected;
- ❑ To select any proposal as the basis for negotiations of a contract, and to negotiate with one or more of the proposers for amendments or other modifications to their proposals;
- ❑ To conduct investigations with respect to the qualifications of each proposer;
- ❑ To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract;
- ❑ To enter into an agreement for only portions (or not to enter into an agreement for any) of the services contemplated by the proposals with one or more of the proposers;
- ❑ To select the proposal that best satisfies the interests of the COV and not necessarily on the basis of price or any other single factor;
- ❑ To interview the proposer(s);

- ❑ To request or obtain additional information the COV deems necessary to determine the ability of the proposer;
- ❑ To modify dates;
- ❑ All proposals prepared in response to this RFP are at the sole expense of the proposer, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the COV for the expenses of preparation. The COV assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal;
- ❑ The COV is not responsible for any internal or external delivery delays which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals MUST arrive at the place specified herein and be time stamped prior to the deadline.

N.J. BUSINESS REGISTRATION CERTIFICATE

Pursuant to C57, PL2004, all New Jersey and out of state business organizations must obtain a Business Registration Certificate from the New Jersey Department of the Treasury, Division of Revenue, prior to conducting business in the State of New Jersey. Respondents shall be required to submit proof of their valid Business Registration prior to contract award. Questions regarding Business Registration may be directed to the Division of Revenue at (609) 292-1730. Online filing is available at: <https://www.state.nj.us/treasury/revenue/gettingregistered.shtml>.

SAMPLE

This is a sample of the two (2) different certificates that are accepted.

STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE FOR STATE AGENCY AND CASINO SERVICE CONTRACTOR		DEPARTMENT OF TREASURY DIVISION OF REVENUE PO BOX 252 TRENTON, N.J. 08646-0252
TAXPAYER NAME: TAX REGISTRATION TEST ACCOUNT	TRADE NAME: CLIENT REGISTRATION	
TAXPAYER IDENTIFICATION#: 970-097-382/500	SEQUENCE NUMBER: 0107200	
ADDRESS: 847 ROEBLING AVE TRENTON NJ 08611	ISSUANCE DATE: 07/14/04	
EFFECTIVE DATE: 01/01/04		
TAXPAYER CONTACT:		

J.P. & Co.

This Certificate is NOT assignable or transferable. It must be carefully verified at above address.

STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE	
Taxpayer Name:	TAX REG TEST ACCOUNT
Trade Name:	
Address:	847 ROEBLING AVE TRENTON, NJ 08611
Certificate Number:	1093907
Date of Issuance:	October 14, 2004
For Office Use Only:	
	200-4101-4112823533

**THE FOLLOWING
DOCUMENTS
TO BE SUBMITTED
WITH YOUR
PROPOSAL**

PROPOSAL DOCUMENT

TO THE COUNCIL OF THE CITY OF VINELAND:

The undersigned declares that he/she has read the Notice, Instructions, Affidavits and Scope of Services attached, that he/she has determined the conditions affecting the proposal and agrees, if this proposal is accepted, to provide the materials and services described and proposed herein, for the following:

Name of Service: **ELECTRONIC PAYMENT PROCESSING SERVICES:**

STATEMENT OF AUTHORITY

RFP SUBMITTED FOR:

COMPANY: _____

ADDRESS: _____

RFP SUBMITTED BY: _____

(Please Print Name)

SIGNATURE: _____

TITLE: _____ DATE: _____

TELEPHONE: _____ FACSIMILE: _____

TAXPAYER IDENTIFICATION NUMBER: _____

CAN MEET THE TARGETED IMPLEMENTATION DATE OF JANUARY 1, 2026:

YES or NO

PROPOSAL CHECKLIST

COV RFP 2025-39

The following checklist is provided as assistance in the development of the RFP response. It in no way supersedes or replaces the requirements of the RFP. Please initial on the lines below for each document/section attesting to the fact that you have read and/or included the documents with your RFP.

- General Requirements/Instructions _____
- Scope of Work _____
- Proposal requirements _____
- Evaluation Criteria _____
- Acknowledgment of Receipt of Addenda _____
- Statement of Ownership Disclosure _____
- Statement of Authority _____
- EEO/Affirmative Action Compliance Notice _____
- Affirmative Action Mandatory Language _____
- Americans with Disabilities Act Mandatory Language _____
- Disclosure of Investment Activities in Iran _____
- Prohibited Activities in Russia or Belarus _____

STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: _____

Organization Address: _____

Part I:

Check the box that represents the type of business organization:

- Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
- Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
- For-Profit Corporation (any type)
- Limited Liability Company (LLC)
- Limited Partnership
- Limited Liability Partnership (LLP)
- Other (be specific):

Part II:

The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

OR

No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Address

Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above.** The disclosure shall be continued until names and addresses of every non-corporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Address

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the <name of contracting unit> is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with <type of contracting unit> to notify the <type of contracting unit> in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the <type of contracting unit> to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print) :		Title :	
Signature :		Date :	

AFFIRMATIVE ACTION COMPLIANCE NOTICE

N.J.S.A. 10:5-31 and N.J.A.C. 17:27

GOODS AND SERVICES CONTRACTS

(INCLUDING PROFESSIONAL SERVICES)

This form is a summary of the successful bidder's requirement to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27-1 et seq.

The successful bidder shall submit to the public agency, after notification of award but prior to execution of this contract, one of the following three documents as forms of evidence:

(a) A photocopy of a valid letter that the contractor is operating under an existing Federally approved or sanctioned affirmative action program (good for one year from the date of the letter);

OR

(b) A photocopy of a Certificate of Employee Information Report approval, issued in accordance with N.J.A.C. 17:27-4;

OR

(c) A photocopy of an Employee Information Report (Form AA302) provided by the Division and distributed to the public agency to be completed by the contractor in accordance with N.J.A.C. 17:27-4.

The successful vendor may obtain the Affirmative Action Employee Information Report (AA302) from the contracting unit during normal business hours.

The successful vendor(s) must submit the copies of the AA302 Report to the Division of Contract Compliance and Equal Employment Opportunity in Public Contracts (Division). The Public Agency copy is submitted to the public agency, and the vendor copy is retained by the vendor.

The undersigned vendor certifies that he/she is aware of the commitment to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27.1 et seq. and agrees to furnish the required forms of evidence.

The undersigned vendor further understands that his/her bid shall be rejected as non-responsive if said contractor fails to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27-1 et seq.

COMPANY: _____ SIGNATURE: _____

PRINT NAME: _____ TITLE: _____

DATE: _____

FAILURE BY THE BIDDER TO COMPLETE AND RETURN THIS NOTICE WITH THEIR BID SUBMISSION SHALL BE CAUSE FOR THEIR BID TO BE REJECTED AS NON-RESPONSIVE

CITY OF VINELAND
ACKNOWLEDGMENT OF RECEIPT OF ADDENDA

Pursuant to N.J.S.A. 40A:11-23.1a, the undersigned bidder hereby acknowledges receipt of the following notices, revisions, or addenda to the bid advertisement, specifications or bid documents. By indicating date of receipt, bidder acknowledges the submitted bid takes into account the provisions of the notice, revision or addendum. Note that the local unit's record of notice to bidders shall take precedence and that failure to include provisions of changes in a bid proposal may be subject for rejection of the bid.

Addendum Number	Dated	Acknowledge Receipt (Initial)
_____	_____	_____
_____	_____	_____
_____	_____	_____

_____ No addenda received.

Acknowledged for: _____
(Name of Bidder)

By: _____
(Signature of Authorized Representative)

Name: _____
(Please type or Print)

Title: _____

Date: _____



CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN RUSSIA OR BELARUS

Pursuant to N.J.S.A. 52:32-60.1, et seq. ([L. 2022, c. 3](#)) any person or entity (hereinafter "Vendor") that seeks to enter into or renew a contract with a State agency for the provision of goods or services, or the purchase of bonds or other obligations, must complete the certification below indicating whether or not the Vendor is identified on the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, available here: <https://sanctionssearch.ofac.treas.gov/>. If the Department of the Treasury finds that a Vendor has made a certification in violation of the law, it shall take any action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, certify that I have read the definition of "Vendor" below, and have reviewed the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, and having done so certify:

(Check the Appropriate Box)

A. That the Vendor is not identified on the [OFAC Specially Designated Nationals and Blocked Persons list on account of activity related to Russia and/or Belarus](#).

OR

B. That I am unable to certify as to "A" above, because the Vendor is identified on the [OFAC Specially Designated Nationals and Blocked Persons list on account of activity related to Russia and/or Belarus](#).

OR

C. That I am unable to certify as to "A" above, because the Vendor is identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#). However, the Vendor is engaged in activity related to Russia and/or Belarus consistent with federal law, regulation, license or exemption. A detailed description of how the Vendor's activity related to Russia and/or Belarus is consistent with federal law is set forth below.

(Attach Additional Sheets If Necessary.)

Signature of Vendor's Authorized Representative	Date
Print Name and Title of Vendor's Authorized Representative	Vendor's FEIN
Vendor's Name	Vendor's Phone Number
Vendor's Address (Street Address)	Vendor's Fax Number
Vendor's Address (City/State/Zip Code)	Vendor's Email Address

ⁱ Vendor means: (1) A natural person, corporation, company, limited partnership, limited liability partnership, limited liability company, business association, sole proprietorship, joint venture, partnership, society, trust, or any other nongovernmental entity, organization, or group; (2) Any governmental entity or instrumentality of a government, including a multilateral development institution, as defined in Section 1701(c)(3) of the International Financial Institutions Act, 22 U.S.C. 262r(c)(3); or (3) Any parent, successor, subunit, direct or indirect subsidiary, or any entity under common ownership or control with, any entity described in paragraph (1) or (2).



DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN FORM

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY - DIVISION OF PURCHASE AND PROPERTY
33 WEST STATE STREET, P.O. BOX 230 TRENTON, NEW JERSEY 08625-0230

BID SOLICITATION # AND TITLE: _____

VENDOR NAME: _____

Pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4) any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must certify that neither the person nor entity, nor any of its parents, subsidiaries, or affiliates, is identified on the New Jersey Department of the Treasury's Chapter 25 List as a person or entity engaged in investment activities in Iran. The Chapter 25 list is found on the Division's website at <https://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Vendors/Bidders must review this list prior to completing the below certification. If the Director of the Division of Purchase and Property finds a person or entity to be in violation of the law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

CHECK THE APPROPRIATE BOX

I certify, pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4), that neither the Vendor/Bidder listed above nor any of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List of entities determined to be engaged in prohibited activities in Iran.

OR

I am unable to certify as above because the Vendor/Bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List. I will provide a detailed, accurate and precise description of the activities of the Vendor/Bidder, or one of its parents, subsidiaries or affiliates, has engaged in regarding investment activities in Iran by completing the information requested below.

Entity Engaged in Investment Activities
Relationship to Vendor/ Bidder
Description of Activities

Duration of Engagement
Anticipated Cessation Date

**Attach Additional Sheets If Necessary.*

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I may be subject to criminal prosecution under the law, and it will constitute a material breach of my contract(s) with the State, permitting the State to declare any contract(s) resulting from this certification void and unenforceable.

Signature

Date

Print Name and Title