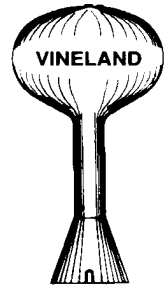




Request for *Information (RFI)*



Vineland Municipal Utilities Request For Information For On-line Payment Processing Services

May 14, 2009

To: All Interested Vendors

Re: Request for Information

The Vineland Municipal Utilities (VMU) is requesting information regarding Online Payment processing services.

VMU invites all interested parties to submit a written response to this Request for Information (RFI). This RFI is being sought strictly for the purpose of gaining knowledge of services and supplies available with an estimate of their corresponding costs and should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. No contract will result from any response to this RFI. Information submitted in response to this RFI will become the property of the Vineland Municipal Utilities. VMU will not pay for any information herein requested nor is it liable for any cost incurred by the vendor. RFI responses must be received prior to July 1, 2009 at the following address:

Lisa Lucena, Assistant Administrative Analyst
Vineland Municipal Electric Utility
640 E. Wood Street
P.O. Box 1508
Vineland, NJ 08362-1508
Telephone: (856) 794-4000 ext. 4149
E-Mail Address: llucena@vinelandcity.org

Procedural, administrative, or contractual questions and answers may be directed to the person listed above. Technical or requirement questions may be directed to Victor Terenik, Acting Director of IS Department, (856) 794-4000, ext. 4692, E-mail Address: vterenik@vinelandcity.org. We appreciate your response to this request.

1.0 PURPOSE AND OBJECTIVES

The Vineland Municipal Utilities is requesting information (RFI) from companies with expertise in providing and implementing online payment processing services to assist VMU in learning about the capabilities of such services and the potential fit with VMU's needs.

The major work products are a written overview of the company's payment processing services with a main focus on your online, telephone, and Kiosk payment processing services, including examples of the ways utilities are currently using it, and a presentation (by invitation after written proposals are reviewed) of the system to VMU staff involved in this project, cost of service analysis, cost of service to customer (transaction or credit card fees), and information technology.

2.0 PROJECT DESCRIPTION

VMU envisions a system that can be implemented within the Vineland Municipal Utilities Department, and is accessible to residents via VMU's website. VMU will give preference to any system that shall not charge any system, transaction or credit card fees to the VMU. There is no guarantee of a minimum transaction/dollar value.

This online payment processing service should also include but not be limited to, Kiosk payment services, a payment by phone service, and payments via VMU's website.

3.0 RFI RESPONSE INSTRUCTIONS

VMU is asking all interested parties to submit a response containing the following information:

- Your interest in providing the services/supplies.
- Brief description of past experience providing similar services/supplies.
- Brief description of how the processed payment is reported back to the VMU for its internal processing.
- From your past experience, has the VMU identified all the major components necessary to complete this project? If not, please provide information on other necessary components.
- Please provide a list of potential problems/risks that the VMU may encounter during this project. Please provide any ideas or suggestions about how such problems/risks should be addressed in a solicitation.
- Your best estimated price range to provide the services/supplies as stated herein, lowest estimate to highest estimate.
- Your best estimated time frame for completing the project.