

CITY OF MOLINE, ILLINOIS

Request for Proposals

Collection Services

Issued Date: June 12, 2019

Due Date: July 17, 2019



CITY OF MOLINE, ILLINOIS

REQUEST FOR PROPOSALS FOR COLLECTION SERVICES

PURPOSE:

To solicit offers from qualified firms to perform collection of the City's delinquent accounts.

SCOPE OF SERVICES:

The City's objective in requesting this proposal is for the collection of delinquent (bad debt) accounts that may include but not be limited to:

- Ambulance Bills
- Weed Cutting/trash removal bills
- City utility bills
- Parking Tickets
- False alarm bills for Fire and Police

The Finance Department, as deemed to be in the best interest of the City, might refer other types of delinquent accounts (See attachment for RECENT ACCOUNT ACTIVITY BY BILLABLE SERVICE).

PROPOSAL SUBMISSION:

- A. All proposals must be submitted no later than Wednesday, July 17, 2019 at 3:30 p.m. to the following:

City of Moline
Finance Department
1630 8th Avenue
Moline, IL 61265

The outer envelope in which the proposals are tendered must be marked "Proposal for Collection Services".

- B. Original and two (2) copies of the sealed proposals are required and will not be opened until after the final submission date and hour noted above.
- C. Any questions concerning this Request for Proposal should be directed to Keith Verbeke, Finance Manager, (309) 524-2072, kverbeke@moline.il.us.

PROPOSAL REQUIREMENTS:

The City requests that all proposals be organized in such a format that will allow comparative uniformity within the review process. Therefore, please follow the format prescribed as follows when assembling your proposal.

A. Letter of Transmittal

Briefly state the proposer's understanding of the work to be accomplished. Proposers may use this section to present any information they consider essential in the comprehension of their proposal.

B. General Information

Complete Appendix B, B1 and B-2.

C. Account Processing/Handling

Provide information as requested on Appendix C, C-1 and C-2.

D. Fee

Provide fee information using Appendix D.

EVALUATION OF PROPOSALS:

The proposals will be evaluated by a Selection Committee. The award will be made to the firm, which in the opinion of the City and in the City's sole discretion, is best qualified to perform collection service of the City's delinquent accounts. Evaluation consideration will include, but not to be limited to the following which are listed in no particular order:

1. Qualifications and experience of the firm.
2. Ability to comply with the scope of work.
3. Reference checks and evidence of past collection rates.
4. Cost of providing the services.
5. Adherence to and completeness of RFP as requested.

The proposals will be analyzed and awarded in conformity herein. Anticipated date for award by selection committee will be August 2, 2019 and will be forwarded to city council for final approval on August 27, 2019.

The City reserves the right to accept or reject any and all proposals, and to implement any proposal that the City determines to be in the best interest of the City.

The term of this contract is for one year and will automatically renew for each additional year unless either party notifies the other in writing, 30 days prior to expiration.

Appendix B

B. General Information

Name of Organization: _____

Address: _____

Phone/Fax Numbers: _____

E-mail Address: _____

Years in Business: _____

Please provide your Federal Employer Identification Number _____.

Please list the names, titles and experience of officers, members, directors, owners and managers.

Executive Summary

Provide an overview of the agency's collection experience:

Has your firm, ownership, management, or employees ever been involved in litigation related to collection practices or had complaints filed for improper collection practices with the Illinois Department of Professional Regulation or any other state or federal regulatory authority? Please explain:

Appendix B-1

Municipal/Governmental Experience

How many years have you represented municipal and public sector clients?

Municipal Clients

Please list the municipalities that you currently represent or have represented in the past:

Provide a summary of the services provided, ie: Utility, Parking Citations, Ambulance, Weed Cut and your average liquidation of bad debt accounts for each service provided.

Municipality: _____

Address, City, State, Zip: _____

Contact person, Phone #: _____

Municipality: _____

Address, City, State, Zip: _____

Contact person, Phone #: _____

Municipality: _____

Address, City, State, Zip: _____

Contact person, Phone #: _____

(Attach additional sheets if necessary)

Collection Services Provided:

Average Liquidation:

Appendix B-2

Please indicate which States you are currently licensed to perform collection services and please provide a copy of your State of Illinois license:

Appendix C

C. General Account Processing/Handling

1. Describe preparation preceding first call.
2. Outline steps in your standard collection process and time frames related to the various steps: (Please be explicit as to the time it takes from placement to first phone call and letter to contact).
3. What special operational procedures do you have in place to handle the specific needs of a municipal client, ie: citizen complaints, citizen customer service, etc.?
4. How often does a collector review each account?
5. Describe statistics, if any, on daily collector activity:
6. What is collector to supervisor ratio?
7. Do you use form letters?
 - a. What are the various stages in the letter series?
 - b. How are letters generated?
 - c. How has authority to send letters? Please explain?
 - d. Are letters approved by State and Federal authority?
 - e. Are they special for different situations?
 - f. Can you provide customized letters harmonious with municipal policies?
(attach samples of all letters generated to debtors)
8. What is the process and schedule for monitoring accounts by supervisors?
9. Do collection practices adhere to State and Federal regulations?
10. Do employees sign a statement of compliance with the Fair Debt Collection Practices Act?
11. How do you handle disputes? How quickly?

Appendix C-1

Skip Tracing

1. Do you skip-trace accounts in-house?
2. Describe the systems you utilize for skip-tracing an account?
3. Do you charge an extra fee for skip-tracing an account?

Credit Bureau Reporting

1. Do you report (adverse) bad debt accounts to the Credit reporting Agencies?
2. Do you obtain client approval prior to adversing an account?

Payments Processing/Handling

1. How are payments processed?
2. What is your checks and balances system?
3. Do you accept:

Visa	Mastercard	American Express
Discover	Check by phone	Other
4. What is your policy on accepting post-dated checks?
5. What happens to NSF checks? Who is responsible?

Reporting Systems

1. Please describe the standard statistical and financial reports that you provide to your client. Please attach samples of reports generated for clients.
2. When do you generate reports? Weekly, bi-monthly, monthly?
3. Can you generate specialized reports for municipal requirements?
4. Are monthly payment remittances paid on a net or gross basis to the client?

Insurance Coverage

1. Please describe the various forms of liability insurance carried by your firm and the dollar amounts of coverage.
2. Do you provide insurance coverage for errors and omissions? Please attach copies of all applicable insurance documents.

Appendix C-2

Professional Organizations

1. Please provide a list of all professional organizations you are affiliated with:

EOE Status

1. Does your firm have a written policy for Equal Opportunity under the law?

Ethnic Communications

1. Does your firm have bi-lingual personnel to handle inbound/outbound calls?
2. Does your firm generate letters and notices in various languages?

Hours of Operation

1. Please provide a schedule of the days of the week and hours of the day that your firm performs collection activity.
2. Do you have a toll free number for incoming calls from debtors?

Appendix D

D. Fee Proposal

1. The collection firm shall be solely responsible for all costs or expenses (including but not limited to court costs and attorney fees) incurred by the contractor in the collection of the referred accounts.
2. The Finance Department will notify the collection firm of any direct payments and will credit the collection firm with the contractual rate for all such direct payments collected after the collection firm begins active collection efforts.
3. The collection firm shall suspend collection efforts on any account referred for collection upon written notice to do so by the Finance Department and the Finance Department may recall any referred account, all at no cost to the City unless the fees have been earned prior to such recall:
4. Provide the fees for service (all blanks must be filled out):
 - a. Contingent, commission based fee. _____
 - b. Flat fee per account. _____
 - c. Any other fees or charges associated with your service. _____

RECENT ACCOUNT ACTIVITY BY BILLABLE SERVICE

Year	Weed Cutting		Parking Tickets		False Alarms		Water Accounts		EMS		Miscellaneous		Cemetery		Lease Parking		HazMat Permits		TOTAL			
	Number Placed	Amount	Number Placed	Amount	Number Placed	Amount	Number Placed	Amount	Number Placed	Amount	Number Placed	Amount	Number Placed	Amount	Number Placed	Amount	Number Placed	Amount	Number Placed	Amount		
2017	259	\$ 41,225	366	\$ 14,935	95	\$ 9,040	99	\$ 48,423	908	\$ 386,936	1	\$ 200	0	\$ -	8	\$ 360	0	\$ -	0	\$ -	1,736	\$ 501,119
2018	159	\$ 29,682	128	\$ 4,925	16	\$ 1,670	19	\$ 16,112	816	\$ 420,912	0	\$ -	2	\$ 1,380	0	\$ -	0	\$ -	0	\$ -	1,140	\$ 474,681

