

CITY OF OLYMPIA

REQUEST FOR PROPOSAL

COLLECTION AGENCY SERVICES

Proposal Issue Date.....January 25, 2013

Proposal Submittal Due Date.....February 22, 2013

REQUEST FOR PROPOSAL COLLECTION AGENCY SERVICES

I. INTRODUCTION

The City of Olympia is located in Thurston County Washington. The City bills for a broad scope of services encompassing several City departments. The City of Olympia's Fiscal Services Line of Business bills for various City services such as garbage, water, sewer, stormwater, planning, public works, and other miscellaneous services. The City's Municipal Court is the point of contact for all court related accounts including criminal and civil court fees.

The City of Olympia is issuing this RFP, to invite prospective collection agencies that are interested in providing their services. While attempting to maximize the City's collections, it is critical this objective be achieved without negative exposure to the City and with careful consideration of consumer's rights. Furthermore, the City of Olympia's commitment to a consumer-focused process must be honored thorough out the collection cycle.

II. TIME SCHEDULE

The City of Olympia will follow the timetable below, which should result in a selection of a firm by approximately April 2013. Proposals will be accepted from January 25, 2013 to 3:00 p.m. on February 22, 2013.

Event	Time	Date
Issue RFP		January 25, 2013
Notice of Intent to Respond due		February 8, 2013
Last day for questions	3:00 PM	February 15, 2013
Proposal responses due	3:00 PM	February 22, 2013
Selection of finalist(s)		March 8, 2013
Panel interviews (if necessary)		March 15, 2013
Selection of successful candidate		March 20, 2013
Signing of contract		March 29, 2013
Effective date for contract to start		April 1, 2013

These dates are estimates and subject to change by the City

III. SUBMISSION REQUIREMENTS

All respondents must submit a Notice of Intent to Respond no later than February 8, 2013. Notices must be sent via email to Bill Sampson at bsampson@ci.olypmia.wa.us and include the name of the respondent, a contact person and the email address of the contact person.

All proposals must be submitted in a sealed envelope and clearly marked in the lower left-hand corner: "Debt Collection Services Proposal". All proposals must be received in hand by the City by 3:00 p.m. on February 22, 2013. The original and five (5) copies of all required bid documents must be presented. No faxed, e-mailed, or telephone proposals will be accepted. Submit all proposals either by mail or in person addressed: City of Olympia Attn: William Sampson, Senior Accountant.

Mailing Address: Post Office Box 1967 Olympia, WA 98507-1967

Physical Address: 601 4th Ave E Olympia, WA 98501
Customer Service Counter 1st Floor

IV. QUESTIONS

All questions regarding the RFP process or the scope of work or evaluation process should be addressed to William Sampson, Senior Accountant, at bsampson@ci.olympia.wa.us.

All answers and the questions will be sent via email to all respondents.

V. SCOPE OF WORK

The successful bidder may be involved in the collection of the following accounts:

- 1 Accounts receivables and returned check payments for various city services such as:
 - a. Utility Billing (water, sewer, garbage and stormwater)
 - b. Community Development fees
 - c. Miscellaneous Receivables
 - d. NSF Checks
- 2 Delinquent court fines
- 3 Parking citations
- 4 Restitution payments

VI. BIDDER'S OBJECTIVES

Bidders shall submit a detailed operational plan which demonstrates understanding of, and capability to assume responsibility for, collecting delinquent revenue for the city.

The plan shall provide all details of the methods to be used to maximize successful collections, including initiating and continuing collection attempts within the guidelines set forth by Federal and State regulations regarding fair debt collection practices.

Please respond to each question outlined in Sections VII, VIII and IX.

VII. REQUIREMENTS

For consideration, agencies are required to submit the following:

- A. Company overview
 1. How long has your company been in business?

2. Provide the history of your agency, key members of management/collection team, including the makeup of the agency and experience with municipal accounts.
3. In what geographic territories do you collect?
4. Where is the nearest physical location of your office in relationship to our jurisdiction?
5. Where would the account representative be located?
- 6.
7. Provide a statement of your firm's background and experience in providing collection services to both governmental organizations and the private sector. Be very specific about relevant Washington experience in collection services.
8. Provide a listing of five municipal governments in Washington that your firm has provided services to over the last five years. Indicate each organization's name and address, contact person, reference telephone number, nature of services provided and dates of the engagement. The city may contact each of these municipalities as references.
9. Provide a listing of five other private sector businesses in Washington that your firm has provided services to over the last five years. Indicate each organization's name and address, contact person, reference telephone number, nature of services provided and dates of the engagement. The city may contact each of these businesses as references.

B. Work Plan and Staffing

10. How many collectors do you currently employ? How many can you comfortably expand to? Please describe your requirements and procedures for hiring new collectors.
11. Describe training for collectors including initial training program and any ongoing training/monitoring.
12. Describe collector compensation and incentive programs.
13. Specify your office/collection hours. Are you available for customer inquiries on Saturdays and evenings?
14. Do you have a toll free number for collection customers to call?
15. Describe the normal method used to collect accounts, including specific work standards based on balance ranges. Include number of both written and telephone attempts.
16. Detail skip tracing procedures for skip accounts, include dollar thresholds for different levels of efforts.

17. Describe the procedures for accounts that will be pursued through legal action and any parameters for these accounts, such as minimum balance for suit, etc. If fees differ for legal accounts, detail when the increase takes place (at in-house legal, when sent to attorney, when suit filed, etc.).
 18. Describe your policy or procedure on complaint handling.
 19. Provide samples of all forms/correspondence to be used for collection.
- C. Reporting / Processing
20. How often do you provide a collection status report?
 21. In what format do you provide the report?
 22. Please provide a complete sample of all reports.
 23. What online information/reporting is available?
 24. What would be the process for the City to forward an account to you?
 25. How are collected funds transmitted?
 26. What is the process for canceling an account submitted for collection?
 27. What payment options are provided for customers?
- D. Narrative outlining the agency's general collection process, including:
28. How the agency will successfully achieve reasonable collection targets, while balancing a heightened sensitivity of public and elected officials
 29. Specify the dollar threshold where various levels of follow-up occur (e.g. small balance accounts)
- E. List of available services for handling bankruptcies
- F. Overview of customer service training and complaint resolution process
- G. Overview of client relations with department/staff
30. How will the City communicate requests or issues?
 31. What is the expected turn-around time for responses?
 32. What types of back-up resources are available if the City's main contact person is away?
- H. Information system requirements to send and receive account information electronically
- I. Overview of security processes to ensure protection of any confidential information
- J. Ability to split, manage and accurately report accounts submitted under RCW 19.16.500 or non-RCW accounts

- K. Proposed collection fee structure, to include:
 - 33. Collection rates for RCW and non-RCW accounts
 - 34. NSF Check Collection
 - 35. Interest
- L. Schedule for remitting payments to the city

VIII. PROPOSED FEES

The City of Olympia intends to award this contract to the Agency that it deems most responsive and will provide the most comprehensive and high quality service to the City. The City reserves the right to accept other than the lowest price offer and to reject all proposals that are not responsive to this request. Fee information is to include the following:

- 1 The basis of the fee (such as flat fee per account assigned, percentage of revenue collected and so forth).
- 2 The fee for each of the major categories listed in Scope of Work.
- 3 The fee or manner in which a fee would be negotiated for any other accounts or indebtedness not specifically listed in this RFP the City may assign for collection.
- 4 The fee for any accounts referred by the Agency for legal action to their in-house or to an attorney the Agency contracts with for legal services.

IX. ADDITIONAL SERVICES

Please list any additional services available through your company that supplements the collection process. For example, details regarding any time payment services or other pre-collection receivable management processes managed by your company.

X. TERMS AND CONDITIONS

- 1 The City reserves the right to reject any and all proposals, and to waive minor irregularities in any proposal.
- 2 The City reserves the right to request clarification of information submitted, and to request additional information on any proposal.
- 3 The City reserves the right to award any contract to the next most qualified agency, if the successful agency does not execute a contract within 30 days of being notified of selection.
- 4 Any proposal may be withdrawn up until the date and time set above for selection of successful candidate.
- 5 The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City, and shall reflect the specifications in this RFP. A sample of the City's

standard Professional Services Agreement is available for review (see attachment A). The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP and which is not approved by the City Attorney's office.

- 6 The City shall not be responsible for any costs incurred by the agency in preparing, submitting or presenting its response to the RFP.