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forkswashington.org

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City of Forks

Request for Proposals

Collection Agency Services

Proposals Due by 5:00 p.m. September 5, 2017

I. INTRODUCTION

The City of Forks, Washington is located on the Olympic Peninsula in Clallam County. The City bills for water and sewer utilities (approximately 2,000 accounts per month), jail services, commercial rental properties and other miscellaneous services. The City utilizes the Vision Municipal Services software program for its utilities and miscellaneous billing. The City is seeking responses from agencies capable of collecting delinquent revenue within the guidelines set forth by Federal and State regulations regarding fair debt collection practices.

II. SUBMISSION REQUIREMENTS

All respondents must submit a **Notice of Intent to Respond** no later than **August 15, 2017**. Notices must be sent via e-mail to Audrey Grafstrom at audreyg@forkswashington.org and include the name of the respondent, their contact person and the telephone number and e-mail address of the contact person. The purpose of the Notice is to ensure all respondents receive any RFP addenda, answers to questions posed by respondents and other related information. The City will consider the Notice as intent to respond only, without further obligation to the respondent.

Proposals must be submitted in a sealed envelope and clearly marked: "Collection Agency Services Proposal". Three sets of the proposal must be received at the City by 5:00 p.m. on September 5, 2017. No faxed or e-mailed proposals will be accepted. Submit proposals either by mail or in person addressed to:

Audrey Grafstrom, Clerk/Treasurer
City of Forks
500 East Division Street
Forks, WA 98331

III. TIME SCHEDULE

Event	Time Due	Date
RFP Issued		August 7, 2017
Notice of Intent to Respond Due	5:00 p.m.	August 15, 2017
Proposals Due	5:00 p.m.	September 5, 2017
Selection of Agency		September 11, 2017*
Signing of Contract		by September 29, 2017*
Effective Date for Contract to Start		October 1, 2017*

***These dates are estimates and subject to change by the City.**

While it is anticipated that a collection agency will be selected by September 11, 2017, the City reserves the right to extend the date for selection and the City reserves the right to reject all proposals and make no award.

IV. QUESTIONS FROM AGENCIES DURING PROPOSAL PERIOD

RFP clarification questions should be sent to Audrey Grafstrom, Clerk/Treasurer via e-mail at audreyg@forkswashington.org. Answers to any RFP clarification questions posed by agencies during the response period will be sent to all respondents using the e-mail address of the contact person listed in the Notice of Intent to Respond.

V. PROPOSAL CONTENTS

The proposal shall include the following components:

- A. Company overview to include the agency's background and experience in providing collection services to governmental organizations, the length of time in business, and number of employees.
- B. Agency contract for services
- C. Sample monthly reports
- D. Narrative outlining the agency's general collection process, including date parameters, customer notification requirements, and information needed for the collector.
- E. Describe the procedure for accounts pursued through legal action and the parameters for these accounts, such as minimum balance for suit, etc.
- F. Overview of customer service training and complaint resolution process
- G. Information system requirements to send and receive account information
- H. Proposed collection fee structure (flat fee, percentage, etc.) including accounts referred for legal action
- I. Remittance schedule for collected funds transmitted to the City
- J. List of four current references to include entity name, address, contact person and telephone number

VI. TERMS AND CONDITIONS

- A. The City reserves the right to reject any or all proposals and to waive minor irregularities in any proposal, and to reject any or all proposals that are not responsive to this request
- B. The City reserves the right to request clarification of information submitted and to request additional information on any proposal.

- C. The City reserves the right to accept other than the lowest price proposal.
- D. The City reserves the right to award a contract to the next most qualified agency if the agency initially selected does not execute a contract within 30 days of being notified of selection.
- E. The City shall not be responsible for any costs incurred by the agency in preparing, submitting or presenting its response to this request.
- F. The City of Forks is an Equal Opportunity and Affirmative Action Employer. Women-and minority-owned firms are encouraged to submit statements and proposals for this project. Pursuant to Title VI of the Civil Rights Act of 1964, all respondents shall be provided a full opportunity to respond to this request and none shall be discriminated against on the grounds of race, color and national origin, or sex in consideration for an award.

VII. EVALUATION PROCESS

Proposals will be evaluated by a committee of City staff. Evaluations will be based on criteria outlined herein which may be weighted by the City in a manner it deems appropriate. All proposals will be evaluated by the following criteria:

- A. **Ability to Perform Required Services**
The City will consider all the relevant material submitted by each agency, and other relevant material it may otherwise obtain, to determine whether the agency is capable of providing services of the type and scope specific to the RFP. The following elements may be given consideration by the City in determining whether an agency is capable:
 - 1. Experience, integrity and reputation of the agency and other information that has a direct bearing on the decision to award a contract.
 - 2. Quality, ability, capacity and skill of the agency to perform the scope of services, and responsiveness of the proposed program and methods.
- B. **Fees**
Fees proposed for services to be performed.
- C. **References**
Ratings by references in areas such as quality of services provided, responsiveness and effectiveness.
- D. **Interviews and Site Visits**
The City *may* conduct agency interviews as part of the final selection process.
- E. **Other Factors**
Any other factors that the City believes would be in the City's best interest to consider which were not previously described.