

REQUEST FOR PROPOSALS  
FOR

**Collection Agency Services**

FOR

THE CITY OF CASPER  
CASPER, WYOMING

**(Issued on December 11, 2006)**

**AGENCY REMINDER LIST:**

- A. REQUESTED DOCUMENTATION INCLUDED.**
- B. ORIGINAL AND FOUR (4) COPIES INCLUDED.**
- C. ALL BLANKS COMPLETED ON THIS PROPOSAL FORM.**

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**I. General Information**

The City of Casper, Wyoming, referred to herein as "City", is seeking proposals from those organizations, referred to herein as "Agency" or "Agencies", for Collection Agency Services for unpaid and delinquent account receivables for the City.

There term of the contract shall be for three (3 years), with two options to extend the term for an additional term of one (1) year each.

The specific nature of the scope of work for the project is outlined in the following Request for Proposals (RFP). Such proposals shall be submitted to the Administrative Services Department, 200 North David Street, Casper, Wyoming, 82601, by 4:00 p.m. on January 12, 2007. Proposals will be labeled externally with the following statement: "COLLECTION AGENCY PROPOSAL ENCLOSED."

**II. Objective**

The objective to using outside collection agencies is to enhance the collections of City revenues for which services were performed. The City values professionalism, a sense of community, and quality public service. As a result, the City is seeking professional firms that can perform collections with care and respect to our customers.

**III. Scope of Services**

The exact range and extent of services is subject to negotiation, but include, at a minimum, professional services and dedicated personnel to perform the following:

1. Agency shall maintain the following separate accounts for the City of Casper in which individual's or entities debts will be maintained:
  - General Fund
  - Water
  - Sewer
  - Refuse

- Balefill
  - Leisure Services
  - Utilities
  - Municipal Court
  - NSF checks
2. Agency shall make a minimum of two written or telephone contacts for each account (unless the account clears sooner) within sixty (60) days of receipt of account. Agency shall provide in the proposal detailed steps that will be taken once account is received from the City, including when delinquent accounts will be reported to the three major national credit bureaus.
  3. Agency shall transfer gross proceeds to the City and bill for the firm's fees. (i.e. the amounts owed to the city and to the Agency shall be clearly delineated and this separation will be clearly maintained in both the Agency's data system and reports provided to the City.)
  4. Agency shall make contacts with delinquent accounts under the name of the collection agency.
  5. Agency shall submit status reports on a monthly basis and an annual report on a fiscal year based on July 1<sup>st</sup> through June 30<sup>th</sup>, reflecting the activity for the previous fiscal year. These reports shall include data for each of account detailing the value of the current debt, money received, charges waived, interest charged, balance due and date of last payment. A financial summary will also be required showing "period to date" and "year to date" totals for pertinent information such as receipts, net accounts receivable, total accounts receivable, and collection percentage. In addition, an aging report should be available in summary and in detail. Agency shall provide copies of all available reports.
  6. Agency shall separate any additional interest or penalty charges it assesses individual accounts from the original amount submitted by the City as updated by any payments or additions applied to the account.
  7. Agency shall accept automated or manual transfer of delinquent payment information from the City of Casper. It is expected that the Agency will work, at no additional cost, with the City of Casper to ensure accurate and timely transmission of data.
  8. Agency shall guarantee the confidentiality, security, and safety of all files, documents, computer files, etc. Agency shall agree to enter into a confidentiality agreement with the City.
  9. Agency shall instruct consumers to submit payment to the collection agency. Any payments received at the City will be forwarded to the collection agency.

10. Agency shall perform all work in accordance with the applicable provisions of the Federal Fair Debt Collection Practices Act, as well as, all state and local laws and city staff direction.
11. Agency shall meet periodically with the City of Casper staff to discuss all services. The agency will also provide recommendations on how the City can reduce future bad debt. The City will provide overall guidance on the conduct of the collection service, as it will reflect on the City's policies and reputation. The agency will agree to employ courteous business procedures to the end of maintaining the City's goodwill. The collection agency shall also provide updates to the City on changes in state and federal laws related to credit and collections such as monthly copies of Cred-Alert.
12. The agency will be fully responsible for maintaining accurate records of all correspondence, documents, accounting records, transactions and other relative evidence. These records shall remain on file for a period of at least seven (7) years. All records and books shall be made available to the City of Casper for review upon request.
13. Any settlement of principal or charges shall be agreed upon between the agency and the City, prior to acceptance. The City shall support this in writing. No legal actions can be taken without the express consent of the City.

#### **IV. Expected Timeline**

- December 11, 2006 Request for Proposal issued
- January 12, 2007 Due Date for Proposal (4 p.m.)
- January 17, 2007 Interview with selected vendor (10 a.m Mountain Time.)
- January 19, 2007 Recommendation to City Council for Contract approval
- February 6, 2007 Contract approval by City Council

#### **V. Proposal Requirements**

##### **A. General Requirements**

The proposal submission shall include an original and four (4) copies to the address below. Any questions regarding this proposal or additional information required by the respondents should be directed to:

Deca Wasson, Finance Director  
City of Casper  
200 N David St  
Casper, WY 82601  
[dwasson@cityofcasperwy.com](mailto:dwasson@cityofcasperwy.com)

(307) 235-8231

##### **B. Format Proposal**

Responses to this Request for Proposal shall include the following:

1. Letter of transmittal signed by an individual authorized to bind the proposing entity stating the firm is qualified and has read and will comply with all terms and conditions of the RFP.
2. General information about the firm, including the size of the organization, location of offices, years in business, organization chart, state of incorporation, name of owners and principal parties, number and position titles of staff. Information regarding any collection associations of which the agency and its staff are members should be included.
3. Qualifications of staff proposed for the assignment, their position in the firm, and types and amount of equivalent collection experience. A description of how overall supervision will be provided should be included.
4. List of five references past and present for comparable work performed, including a summary of similar engagements with other governmental agencies.
5. Provide sample letters to be sent to delinquent accounts.
6. Provide sample reports as required under section III, item 3.
7. Detail the process of how and when the collected payments will be remitted to the City.
8. Compensation shall be contingent on actual collections of past due amounts. Proposers shall include desired compensation as a percent (%) of actual fund collected in the response to the RFP. The compensation shall be an all inclusive maximum price. The City will not reimburse for any out-of pocket expenses.

## **VI. Addenda to the Request for Proposals**

In the event that it becomes necessary to revise any part of this RFP, addenda will be provided to all Agencies invited to respond.

## **VII. Submission of Proposals**

To be considered, the proposal must respond to all requirements in the RFP. Any other information believed to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. If publications are provided, the document and page number shall be referenced.

Proposals must be sealed and submitted to the Administrative Services Department, 200 North David, Casper, Wyoming 82601, by 4:00 p.m. on January 12, 2007. No additional proposals will be received thereafter. The proposals will be delivered in an envelope or package that has been labeled with the following statement "COLLECTION AGENCY PROPOSAL ENCLOSED." Four (4) copies of each proposal must be submitted. The proposal will remain valid for at least sixty (60) days.

Agencies are advised that proposals should be as responsive as possible to the provision of this RFP. However, Agencies may make exceptions to or propose alternative methods to these provisions without their proposal being disqualified. The impact of exceptions and/or alternatives will be considered during the evaluation phase of the award process.

The City reserves the right to reject any or all proposals. The City reserves the right to request more information for clarification or due to omission of information. Finalists may be asked to make an oral presentation as part of the evaluation process.

The proposal shall be divided into sections as indicated below:

- i. Statement of Project Requirements: Each proposer shall state in sufficient terms its understanding of the project requirements presented in this RFP.
- ii. Scope of Work: Each proposer shall describe in narrative form the proposer's technical plan for accomplishing the work. Please use the Scope of Services tasks provided in this RFP as the point of departure. Additions to or modifications of the task descriptions are permissible, but reasons for changes shall be fully allocated to each task.
- iii. Special Qualifications: The proposal shall identify any specific qualifications which might make the proposer uniquely qualified to provide the requested services. These may include similar work experience related to another customer of similar size or a project of similar design.
- iv. Conflicts of Interest: The proposal shall specifically address any possible conflicts of interest and the proposer's position or response as to whether or not such other work or relationship may be deemed a conflict of interest with this project.
- v. Professional and Financial References: Each proposer will include a list of professional and financial references. The list of references should include individuals within organizations who have worked with the Agency on similar past projects. The list should also include individuals/organizations who are familiar with the Agency's current financial and operational capacity. Please refer to reference specifications on pages 8, 9 and 10.

#### **VIII. Late Proposals**

Late proposals will not be accepted. It is the responsibility of the Agency to ensure that the proposal arrives prior to 4:00 p.m. on January 12, 2007.

#### **IX. Evaluation and Selection Process**

The City will make every attempt to evaluate the proposals quickly. Proposals will be reviewed in a multi-step process.

Step 1: Proposals will be reviewed for completion and clarity by a Financial Committee composed of management and staff. Supplemental and clarifying information may be requested from the Agency at this time.

Step 2: The Financial Committee will make a formal recommendation to the Administrative Services Director. The Agency may be asked to make formal or informal presentations at that time.

Step 3: The Administrative Services Director will then make a formal recommendation to the City Manager and refer the matter to the full City Council for final action.

## **X. General Criteria for Evaluating Proposals.**

Understanding the Service: This refers to the Agency's understanding of the City of Casper's needs as detailed in this RFP, and the nature and scope of the work involved. If the Agency has additional services or capabilities beyond those needs highlighted in this RFP, please note those that would be additional service charges.

Responsiveness: This refers to how well the proposal meets the needs of the City in terms of receiving time and necessary reports and status updates.

Experience: The experience of the proposed Agency should be documented, including experience in municipalities similar to the City of Casper.

Expertise: Specific expertise in the field is desirable including any professional or industry awards, certifications, associations, etc the firm may hold.

## **XI. Contract Award**

The City of Casper reserves the right to accept, reject, or request changes in proposals. The City will work closely with the selected Agency to develop or refine a detailed scope of work, schedule for completion of tasks and costs associated with completed work included in the contract documents. The City is not liable for any costs incurred by the Agency prior to contract issuance.

## **XII. Meetings**

The Agency shall meet with members of the City staff as needed.

**XIII. Contract**

The Agency will be required to sign a contract with the City relating to the work to be performed.

**XIV. Response Material Ownership**

The material submitted in response to the RFP becomes the property of the City of Casper and will only be returned to the Agency at the City's option. Responses may be reviewed by any person after the final selection has been made. The City of Casper has the right to use any or all ideas presented in reply to this request. Disqualification of an Agency does not eliminate this right.

**XV. Acceptance of Proposal Content**

The contents of the proposal of the successful Agency may become contractual obligations if the City of Casper wishes to execute a contract based on the submitted proposal. Failure of the successful Agency to accept these obligations in a contract may result in cancellation of the award and such Agency may be removed from future solicitations.

**XVI. Reference Checks**

The City of Casper reserves the right to contact any reference or any client listed in the documents for information which may be helpful to the City in evaluating the Contractor's performance on previous assignments.

Information required on statements will be supplied by the **City of Casper**. Agency shall answer to the following questions by circling the appropriate response or completing the blank provided:

**Company Profile:**

**IS YOUR FIRM?** (Please circle one)

- |    |                     |     |    |
|----|---------------------|-----|----|
| A. | SOLE PROPRIETORSHIP | YES | NO |
| B. | PARTNERSHIP         | YES | NO |
| C. | CORPORATION         | YES | NO |

LIST LEGAL NAMES of COMPANY:

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**Total Number of Employees** \_\_\_\_\_

References: List **at least five** (5) municipalities of same general size and billing numbers and frequency where the **same/similar services**, as stated **herein**, have been **provided**.

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**MUNICIPALITY NAME**

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Contact Person

Title

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Address

P.O. Box

City

State Zip

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Phone Number

Fax Number

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**MUNICIPALITY NAME**

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Contact Person

Title

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Address

P.O. Box

City

State Zip

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Phone Number

Fax Number

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**MUNICIPALITY NAME**

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