

MANATEE COUNTY GOVERNMENT INTENT TO NEGOTIATE

SUBJECT	Debt Collection Services	DATE POSTED	MC DS <u>5/19/15</u> CC
PURCHASING REPRESENTATIVE	Frank Lambertson, Ext. 3042	DATE CONTRACT SHALL BE AWARDED	May 26, 2015
DEPARTMENT	Utilities and Public Safety Department's	CONSEQUENCES IF DEFERRED	None <i>Merissa W. Wendel for</i>
SOLICITATION	RFP #15-0630FL	AUTHORIZED BY DATE	Merissa Wendel, CPPO Purchasing Official May 19, 2015

NOTICE OF INTENT TO NEGOTIATE

Notice of Intent to Negotiate with Professional Recovery Consultants, Inc., Durham, NC to provide to Manatee County a professional debt collection agency to perform debt collection services on a commission basis for the Utilities Department, Public Safety Department, and various other County departments on an as required basis.

ENABLING/REGULATING AUTHORITY

Federal/State law(s), administrative ruling(s), Manatee County Comp Plan/Land Development Code, ordinances, resolutions, policy.

Manatee County Code of Laws

BACKGROUND/DISCUSSION

PROJECT BACKGROUND:

The intent of this Request for Proposal and resulting agreement is to provide to Manatee County a professional debt collection agency to perform debt collection services on a commission basis for the Utilities Department, Emergency Medical Services Business Operation and various other County departments on an as required basis.

Debt Collections Services will include but are not limited to the following

- a. The County will assign delinquent accounts to the Proposer for collection. The Proposer will acknowledge receipt of all forwarded accounts within twenty four (24) hours of receipt of forwarded accounts and will use all legal means to effect collection of such accounts.
- b. The County will forward to the Proposer the delinquent account information, or any other debt collection information, in report format, via mail or electronic batch file. The Proposer will forward information to the County using the same agreed upon transaction method.
- c. The Proposer shall receive for services performed under standard collection procedures a negotiated percentage of all monies collected upon assigned balance due accounts while in the possession of the Proposer.
- d. The Proposer shall comply with all provisions of Federal Public law 95-109 title "Fair Debt Collection Practice Act" as amended, with Florida Statute 559 and with all other federal, state or local laws, rules and regulations that may apply.

ATTACHMENTS (List in order of attached)	None	FUNDING SOURCE (Acct Number & Name)	N/A <input type="checkbox"/> Funds Verified <input type="checkbox"/> Insufficient Funds
COST	Revenue Generating	AMT/FREQ OF RECURRING COSTS (Attach Fiscal Impact Statement)	N/A

- e The Proposer shall continue debt collection procedures on all uncollected accounts for a period of not less than one (1) calendar year unless otherwise notified by the County to discontinue the debt collection effort.
- f. The Proposer shall provide records management, on a monthly basis.
- g. The Proposer shall provide web access to the County through a secure website to detailed collection activity by account and a toll-free number to respond to concerning collection activity.

SOLICITATIONS:

The RFP was advertised on the Manatee County website, DemandStar, and was also provided to the Manatee County Chamber of Commerce for release to its members. Nine (9) proposals were received.

Manatee County Firms that were directly solicited:

None

Manatee County Firms that submitted proposals:

None

Local firms that submitted proposals include:

Merchant Assoc. Collection Division, Tampa, FL

Other (non-local) firms that submitted proposals include:

CAB Collection Agency, Inc., N. Charleston, SC
Life Quest, Wautoma, WI
Municipal Services Bureau, Austin, TX
Penn Credit Corp., Harrisburg, PA
PFC, Northport, AL
Professional Recovery Consultants, Durham, NC
Revenue Group, Cleveland, OH
The Affiliated Group, Rochester, MN

EVAUATION COMMITTEE (VOTING) MEMBERS:

Name, Title, Department

Christine Bowling, EMS Business Operations Manager, Public Safety Department
Gwen Detone, Business Services Manager, Utilities Department
Frank Lambertson, Contracts Negotiator, Financial Management Department (chairperson)

Non-Voting Staff Attending:

Amy Pilson, Public Affairs Liaison, Utilities Department

EVALUATION RESULTS:

Evaluation Committee Meeting #1 was convened on April 21, 2015 to discuss procedures and responsibilities of Evaluation Committee members, and determined that oral presentations would be required from the following short listed firms: CAB Collection Agency, Inc., N. Charleston, SC; Merchant Assoc. Collection Division, Tampa, FL; Penn Credit Corp., Harrisburg, PA; and Professional Recovery Consultants, Durham, NC.

Oral presentations were made to the Evaluation Committee on May 6 and 7, 2015 from 2:00 P.M. to 4:00 P.M. by the short listed firms.

Evaluation Committee Meeting #2 was convened on May 7, 2015 following the oral presentation at 4:00 P.M. to discuss the offers based on the RFP's requirements and the oral presentations, continuing the acquisition process with the Committee's recommendation to the County Administrator.

1. Professional Recovery Consultants, Inc., Durham, NC. (Recovery Commission Rate 16.9%) – Professional Recovery Consultants (PRC) demonstrated exceptional qualifications by means of their proposal and subsequent presentation.

While PRC's recovery commission rate was 16.9% the firm would be able to increase actual collections as they proposed the lowest threshold for submissions to credit bureaus. The Evaluation Committee unanimously agreed PRC had the expertise to provide the required services as stated and was anxious to work with the County.

2. Merchant Assoc. Collection Division, Tampa, FL. (Recovery Commission Rate 13.9%) – Merchant Associates Collection Division (MACD), presented their qualifications which created an informative exchange as the firm detailed the restructuring of the organization however this a continuing work in progress that concerned the Evaluation Committee. MACD offered a fee schedule of 13.9% which was 3% lower than the higher ranked firm and as the firm has successfully provided the same services for the County of the last ten (10) years at a rate higher than what they proposed.
3. CAB Collection Agency, Inc., N. Charleston, SC. (Recovery Commission Rate 17% - 40% by aging of debt) – The firm made a strong presentation which addressed its abilities and experience. References were verified, the firm seemed to have more experience in the medical realm of collections and it appeared that first (1st) party collections would take a higher priority. The increase in recovery rate with the aging of debt was not looked upon favorably by Committee and the firm was ranked third.
4. Penn Credit Corp., Harrisburg, PA (Recovery Commission Rate 17.5%) – The proposer submitted a satisfactory proposal and made a good presentation discussing their qualifications, the firm had vast experience with Clerk of the Courts as clients here in the State of Florida. However, the Evaluation Committee evaluated the firm fourth during the evaluation process.

REMAINING RESPONDENTS:

These remaining respondents, although well qualified, were not selected based on a comparison of capabilities of the selected firms.

Life Quest, Wautoma, WI
Municipal Services Bureau, Austin, TX
PFC, Northport, AL
Revenue Group, Cleveland, OH
The Affiliated Group, Rochester, MN

ESTIMATED COST OF SERVICES:

Revenue generating.

FUNDING:

Revenue generating.

The above justifications are a generalized summary of major observations intended only to provide the County Administrator a sufficiently detailed overview of the main observations of a majority of Committee Members. Each Committee Member may have considered one or more facts or factors more or less important than the other Committee Members when voting, and this summary of the Evaluation Committee's decision is not an attempt to exhaustively describe each of the relevant factors which motivated each of the Committee Members to select the rankings described.

The Evaluation Committee voted 3-0 to proceed with Professional Recovery Consultants, Inc., Durham, NC.

The resulting agreements will be managed by Gwen Detone, Business Services Manager, Utilities Department and Christine Bowling, EMS Business Operations Manager, Public Safety Department.