

TOWNSHIP OF GLOUCESTER
COUNTY OF CAMDEN, NEW JERSEY

NOTICE TO BIDDERS

NOTICE is hereby given that sealed proposals/qualifications for the purchase of:

Contract for the provisions and performance of “Municipal Court Debt Collection”

SPECIFICATIONS can be viewed on our web page at glotwp@glotwp.com.

Qualifications/Proposals will be received no later than 11:00AM, Wednesday, March 14, 2012 at the Municipal Building, 1261 Chews Landing Road, Laurel Springs, NJ 08021.

Qualifications/Proposals must be addressed to Rosemary DiJosie, Township Clerk, P.O. Box 8 Blackwood, NJ 08012.

Qualifications/Proposals must be labeled “Collection of Municipal Court Debt” and be in a sealed envelope.

The Township reserves the right to reject any or all proposals in whole or in part, and to waive such information as may be permitted by law.

The successful firm will be required to enter into an agreement with the municipality. The AOC approved amount of monies collectable appears in schedule “A” of the RFP/RFQ.

Bidders are required to comply with the requirement of P.L. 1975 Chapter 127 and P.L. 1977, Chapter 33.

Information on Affirmative Action Program requirements is available at the Office of the Township Clerk.

Proposal Format and Content

One of the objectives of this RFP is to make proposal preparation easy and efficient, giving each Offeror ample opportunity to highlight its strengths, distinguishing features, and ability to meet all requirements on this RFP. When an Offeror submits a proposal, the proposal shall be considered a complete plan for accomplishing the tasks described in this RFP and any supplemental tasks Offeror identifies as necessary to successfully meet the obligations outlined in this RFP.

1.1 INTRODUCTION

- a. Proposal submittal shall include a transmittal letter on letterhead which contains the complete name and address of Offeror's firm and the name, mailing address, and telephone number of the person the Township should contact regarding Offeror's proposal.

It should indicate whether it operates as an individual, partnership, or corporation and the State of Incorporation, if applicable. It should also indicate all states in which it is registered to do business as a collection agency.

- b. Proposals must include a completed and signed Proposal Letter.
- c. Proposals must also contain a statement that the Offeror will comply with all of the provisions in this RFP.
- d. Failure to include these items in Offeror's proposal may be cause for the proposal to be determined non-responsive and rejected.
- e. Offeror must clearly demonstrate, in its proposal and through references, its customer service methodology.

1.2 COLLECTION METHODOLOGY

1.2.1 Collection Procedures – Provide the plan or method proposed to be used by the Offeror to manage and collect delinquent judgments, including means by which the Township will report delinquent accounts for collection and means by which Offeror proposed to report collection results to the Township.

Include sample reports listing assignments, adjustments, collections received, collection fee, trial balance, and periodic progress reports.

- a. Provide a written copy of collection procedures proposed by Offeror to collect the court(s) receivables. Include examples of collection letters, skip trace techniques, day and evening collection staff, etc. Do you have experience sending court debt to the national credit bureaus?
- b. State the Offeror's methodology for handling debtor's questions, problems and disputes. Do debtors have the ability to submit questions/disputes online?
- c. State the Offeror's methodology for handling non-English speaking clients.
- d. Provide examples of all written collection notices to be mailed and describe the ability for the Township to review and customize the language of these notices.
- e. Provide a copy of telephone collector's guide and training material. Do you provide ongoing collector training for your staff? Do collectors have a base salary and/or bonus structure?

1.2.2 Cost of Collection Services – Any fees or costs associated with collection efforts shall be added to the total amount due and retained by the Contractor as its payment.

1.2.3 Method of Transferring Collections – Describe method of transferring collected amounts to the Township. Can funds be remitted electronically?

Please detail your payment processing capabilities. Do you outsource this process to a third party? Please describe the security surrounding your payment processing operation.

1.2.4 Insurance Coverage for Liability – Include copy of the current certificate of insurance. Include types of coverage and amounts.

1.2.5 Authorized Persons – State the name(s) of the person(s) authorized to bind the Offeror.

1.2.7 Additional Information – Offeror is encouraged to submit any and all other features, special services, capabilities, or information of its collection system or method that will enhance the company's value to the Township. Do you have experience with special collection campaigns? How long do you work accounts before closing them?

1.2.8 Offeror Experience and Qualifications

The Offeror shall provide:

- a. The address of the principal place of the business.
- b. A list of clients for which the Offeror has done or is doing collection business.

Include the following information:

- (1) An indication of success in collection for each client listed.
 - (2) An indication of the type or description of accounts collected.
 - (3) Number of debt accounts assigned to Offeror by the client.
 - (4) Recovery rates.
 - (5) Age of client account turned over to Offeror for collection.
 - (6) An indication of the effort made by Offeror's client in collecting prior to turning the accounts over to the Offeror for collection.
 - (7) Names and phone numbers of client contact persons to verify collection information, including success in collection.
 - (8) Duration of contract with listed clients.
- c. Copy of the most recent audited financial statements and any other information that the Offeror may wish to submit to indicate financial stability.
 - d. Provide a brief history of the company and the length of experience in the collection business, especially highlight court collection experience and/or any collection experience for government entities.
 - e. Specialized experience and technical competence of the Offeror regarding the types of services required. Provide an organizational chart of the company.
 - f. Identify any special credentials, memberships, or affiliations that pertain to the record and/or reputation of the Offeror. Please confirm if Offeror is:

PPMS Certified

Red Flag Compliant

A Better Business Bureau company and accompanying rating

SAS 70 Type II Certified

PCI Compliant

Member of American Collectors Association

- g. Identify, by name and job title, key staff who will provide services required and provide resumes for these employees (ie. Management, Supervisors, Programmers). Does Offeror provide background checks on employees? Do employees have to sign confidentiality agreements? Please describe how you monitor collector calls.

1.3 COMPUTER NETWORK

1.3.1 Description and capabilities – Give a brief description of Contractor’s computer system and its update capabilities. Has the Offeror had any recent upgrades to their system?

1.3.2 Terminal Access – State where terminal access for on-line inquiry will be located and how will access be supplied. Is access real time?

1.3.3 Maintenance and Backup of Records – Describe Contractor’s ability to maintain records of collections, and recovery; produce reports; and bill an unlimited number of debtors. Describe computer backup capabilities. What methods are used to ensure the safety and security of all Township records and documents? Please describe Offeror’s Disaster Recovery program and how long before you are operational in case of emergency.

1.3.4 System Interface – Provide documentation regarding Contractor’s capacity to interface with the Township. Describe the modes of data transmission employed by Contractor in the conduct of business with reference entities.

1.3.5 Other System Options Available – Provide details of other automated systems used to enhance collection activities (such as interactive voice response systems, web-based credit and/or debit card systems, call distributors, national database.) Do you record phone calls? If so, please provide details on what calls are recorded, if the Township will have access to the recordings and how long the recordings are kept.

1.4 SUBCONTRACTORS

The Contractor shall not delegate any duties listed in this RFP to any subcontractor.

1.5 EXCEPTIONS TO RFP REQUIREMENTS/SPECIFICATIONS/PROVISIONS

Offeror shall list any exceptions taken to the terms, conditions, specifications, or other requirements listed herein. Offeror shall reference the RFP section where exception is taken, a description of the exception taken, and the proposed alternative, if any. The Township reserves the right to accept or not accept exceptions.

1.6 COST PROPOSAL

Offeror shall provide a Fee Schedule Proposal. These charges shall also apply to any extension(s) to the contract.

1.7 EVALUATION CRITERIA

Offeror's proposal shall be scored based on the following criteria:

Collection Methodology – 30 Points

Collection techniques used including training, notices, skip tracing, reporting and dispute resolution. Confirmation that transfers of accounts can be done electronically.

Offeror Experience and Qualifications – 35 Points

Experience specifically with court systems. Certifications and associations. Recovery rates for court systems. Staff qualifications including training and quality. Financial stability of company.

Computer Network – 15 Points

Ability to have online access to Township's accounts. Automated systems. Disaster recovery plan. System security and redundancy. Interface capabilities. Offeror is responsible for cost associated with ensuring systems are compatible for transfer.

Call Recording Capability.

Price Proposal – 15 Points

Fee schedule proposed. Award will not be based on the lowest fee proposed but to the most responsive, qualified respondent.

Exceptions to RFP Requirements/Specification/Provisions – 5 Points

An Offeror who makes no exceptions to the RFP will receive full credit. Any exceptions made will affect the amount of points granted in this section.

1.9 TERM

The term of this agreement shall be April 1, 2012 expiring on March 31, 2013. Final award will be subject to the approval of the Administrative Office of the Court (AOC)

SCHEDULE "A"

Municipality
Collect

Case Eligible

Amt. Eligible to

Gloucester Township

3603

\$1,491,735.00