

GENERAL INFORMATION

The City of Eagle Pass will receive competitive sealed proposals from all interested bidders at the Office of the City Secretary until **the specified time on the RFP** [Central Standard Time] no later than **the posted closing date**, at which time the proposals will be read aloud.

It shall be the responsibility of all proposers to ensure that responses are received by the stated deadline. Late submittals, facsimile, and e-mail responses will not be considered and returned unopened. To avoid late deliveries from postal services, please submit your proposal with ample time. The City of Eagle Pass will not be responsible for late deliveries from postal services. All copies are to be bound with no loose materials included. The City reserves the right to reject any and all proposals and to request clarification from any proposer.

The successful respondent will assume complete responsibility for the collection of delinquent accounts, while maintaining the highest standard of service and professionalism in dealing with the public and maximizing net revenue for the City. All proposals are to be treated as individual and should be packaged, sealed and clearly marked:

“NAME OF THE BID/PROPOSAL - DO NOT OPEN”

**Attention: City Secretary
100 S. Monroe St.
Eagle Pass, Texas 78852**

INQUIRIES

As it is expected that each firm may have different needs for information, it is incumbent on each firm to make whatever inquiries it deems necessary in order to respond to the RFP. Any material change will be submitted to all parties through issuance of an addendum by the City. It is the responsibility of the proposed parties to inquire, in writing, about any portion of this invitation that the parties do not understand. All inquiries concerning this invitation should be submitted no less than 10 days prior to the closing date to:

**City of Eagle Pass
c/o (Name of the Department)
100 S. Monroe
Eagle Pass, Texas 78852**

The City shall provide the mechanism for the evaluation of all information received. The evaluation will be based on predetermined criteria including, but not limited to, cost, experience, services provided, organization size, structure, stability and acceptability of service requested.

SCOPE OF WORK

The successful Agency shall provide collection agency services meeting the criteria, conditions and miscellaneous instructions as set forth in this RFP. All services offered/proposed must be clearly identified and explained. All costs must be fully detailed and summarized with exceptions or deviations to specific requirements clearly enumerated.

The City of Eagle Pass will mail invoices at the time of service and subsequent statements will be sent out at approximately 30, 60, and 90 day intervals. Accounts will be turned over to the Agency when the account has been in default for 90 days (120 days after the initial invoice has been mailed), or at any time during the collection process.

The Agency shall comply with all laws applicable to its activities, including but not limited to the Texas Collection Practices Act (Tex. Rev. Civ. Stat. Ann. Articles 5069-11.11, The Federal Fair Debt Collection Practices Act, The Texas Debt Collection Practices Act and The Health Insurance Portability and Accountability Act (HIPAA) Rules and Regulations. The Agency shall assure the security, safety and confidentiality of all City of Eagle Pass files, documents, computer files, media, and any and all government records. If credit information is required from any credit bureaus, it will be the responsibility of the successful proposer (not the City) to update said reports and make all corrections.

The Agency must agree to process the accounts in a professional, courteous, business-like manner. At minimum, collection efforts must include the following:

1. Initial notice mailed out upon receipt of the account.
2. Follow-up notice mailed out if no response within thirty (30) days.
3. Initial skip tracing if address unknown, skip tracing at six (6) months, nine (9) months, and twelve (12) months.

4. Two (2) instances of personal contact, if address can be found.
5. All payments to be mailed or paid at City Hall. Payments received by selected Agency are to be remitted in full to the City. Payment reports will be sent, on a monthly basis to the selected Agency.
6. Accounts receivable records shall be updated from information provided by the City of Eagle Pass. The City will provide payment information. If someone claims to have paid the City but the City records do not reflect payment, the account must show it is delinquent. Conversely, if the City shows payment of the account, the Agency must correct its records and cease all collection efforts immediately upon notification by the City.

SELECTION

PROCESS

The City will conduct a comprehensive, fair and impartial evaluation of all proposals received in response to this RFP. The City may request additional information from respondents at any time prior to final approval of a selected proposal. The City reserves the right to select one, or more, or none of the respondents to provide services. The City considers value to be a function of price and quality. Final approval of a selected respondent is subject to the action of the City of Eagle Pass City Council. A committee comprised of members from the Cash Management and Purchasing Divisions will evaluate each proposer's response determined by meeting the following criteria:

Scope of Services (40%)

1. Meet or exceed the range of services requested in the RFP. Describe in detail the services that will be rendered according to what is contained in this proposal.
2. Provide report samples. Include any reports which show the effectiveness of your firm.
3. City data. Include media format detail requirements.
4. Clearly explain all exceptions or deviations to specifications as indicated in this RFP.

Demonstrated Experience (30%)

1. Provide evidence of proven experience in the industry of the proposal. Include credentials and experience of the project manager or primary consultant that will be assigned to the City and any characteristics or capabilities which may make the agency uniquely qualified to provide the services requested.
2. Provide the names of other city agencies currently receiving your services of comparable scope and size to this request. Provide the name, location, and a phone number of a contact person. Indicate collection percentage for each type of account collected for each client.
Provide the names of other agencies currently receiving your services of comparable scope and size to this request.
3. Provide the name, location, and a phone number of a contact person.
Provide the following information pertaining to the Agency:
 - a. Organization Name
 - b. Address
 - c. Local office address, if available
 - d. Telephone and Fax Number(s) including any toll-free numbers
 - e. Primary Contact Person
 - f. Number of years in business
 - g. Number of years in business in Texas
 - h. Largest contract currently in effect
 - i. Staffing level/qualifications of your firm
 - j. A copy of the most recently audited financial statement
 - k. Information concerning any current violations and any ongoing litigation which may cause conflicts or affect the ability of the agency to provide services.