



East Providence School District

RFP# EPSD.District.2020.0001

Collection Agency Services

1. RFP OVERVIEW

1.1 Company Description

The East Providence School District (EPSD) is a K-12 public school district supporting the City of East Providence, Rhode Island. The district educates 5,300 students and maintains seven elementary schools, two middle schools, one high school and a one career and technical education center.

1.2 Purpose of the RFP

EPSD is seeking proposals from well qualified vendors who are licensed to collect from our clients the amount owed to the East Providence School District for its School Lunch Program. The work to be performed by the Collection firm is described in Section 3.2 of this RFP. Qualified firms are invited to submit proposals in response to this request.

1.3 General Conditions

1.3.1 This RFP is not an offer to contract. Acceptance of a proposal neither commits our school district to award a contract to any Vendor, even if all requirements stated in this RFP are met, nor limits our right to negotiate in our best interest. We reserve the right to contract with a Vendor for reasons other than lowest price. We will thoroughly examine each proposal for best price, product quality, performance measures, flexibility and customer support.

1.3.2 Proposals are to be made in good faith, without fraud, collusion or connection of any kind with any other contractor for the same work. All bidders must complete in their own interest and in their own behalf. If you are subcontracting any portion of this agreement, you must identify the subcontractor in your proposal and agree that all subcontractors are bound to all terms and conditions of this RFP.

1.3.3 The Vendor will absorb all costs incurred in the preparation and presentation of the proposal.

1.3.4 Hold Harmless: The successful bidder/contractor shall be responsible for his work and every part thereof, and for all materials, tools, appliances, and property of every description used in connection therewith. The said bidder agrees to indemnify and save harmless the City of East Providence, The East Providence School Committee, and/or East Providence School District, its employees and agents, against loss or expense by reason of the liability

imposed by law upon the contractor, all sub-contractors, or owner for damage because of bodily injuries, including person or on account of damage to property arising out of or in consequence of the performance of this work whether such injuries to persons or damage to property are due or claimed to be due to any negligence, including gross negligence, of a sub-contractor, the owner, the general contractor, his or their employees or agents, or any other person.

1.3.5 East Providence School District reserves the right to reject any or all proposals, in whole or in part, with or without cause, even if all the stated requirements are met. In addition, East Providence School District may enter into negotiations with one or more entities simultaneously and award a contract without notification. At the sole discretion of East Providence School District, bidder presentations may be requested before award of the contract. East Providence School District may also request the opportunity to conduct an on-site review of the Vendor’s facility and/or other locations where these services are provided, or a demonstration of the proposed technology.

1.4 Proposal Effective Period

Vendors should state in writing that all furnished information, including prices, will remain valid for 90 days from the date their proposal is received by East Providence School District.

2. VENDOR INSTRUCTIONS

Any changes in deadlines will be communicated to all Vendors via E-Bids@epschoolsri.com email address. We reserve the right to disqualify any vendor that does not comply with these deadlines.

2.1 RFP Schedule

Activity	Date/Time
RFP Released	01/15/2020
Deadline for questions	01/24/2020 at 12:00pm
Q&A Addenda Issued	01/28/2020
Proposal Submission Deadline	02/04/2020 at 12:00pm
Project awarded	02/11/2020

2.2 Vendor Questions and RFP Addenda

2.2.1 Questions regarding the content of or schedule for the RFP must be submitted in writing by e-mail to E-Bids@epschoolsri.com according to the RFP schedule provided in Section 2.1.

2.2.2 East Providence School District will issue answers to all Vendor questions, as noted in that schedule. In the event that modifications or additions to the RFP become necessary, vendors will be notified in writing and the documentation will be posted to epschoolsri.org/purchasing as well as the City of Newport e-Procurement website.

2.3 Proposal Format and Submission Requirements

2.3.1 Proposals are to be organized in the following format:

2.3.1.1 Section 1: Executive Summary. The two-page maximum executive summary is to briefly describe the vendor's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer. The reader should be able to determine the essence of the proposal by reading the executive summary.

2.3.1.2 Section 2: Vendor Information. Proposers must provide in-line responses to all requirements outlined in RFP Section 4.1 - Vendor Information.

2.3.1.3 Section 3: Response to RFP Requirements. Proposers must provide in-line responses to all requirements outlined RFP Sections.

2.3.1.4 Section 4: Pricing. Vendor sales quotes, or other pricing material may be included in this section.

2.3.1.5 Section 5: Additional Information. Proposers may include additional information regarding their products and services in this section.

2.3.2 Sealed Bid Requirements

Three (3) printed copies and one electronic copy of the proposal must be submitted in an envelope clearly marked: Request for Proposals, "Collection Agency Services". Mail or deliver sealed bid proposals to the following address by the date and time identified in the schedule in Section 2.1. The EPSD Finance Department will receive all bids and include a timestamped form to record arrival date/time.

Craig Enos
Director of Finance
RFP# EPSD.District.2020.0001
145 Taunton Avenue, Suite 307
East Providence, RI 02914

2.3.3 Bid Evaluation

2.3.3.1 The district contemplates award to the lowest price, technically acceptable vendor proposal. To determine whether proposals are technically acceptable:

2.3.3.1.1 The district will determine whether each proposal is complete

2.3.3.1.2 The solution specified in the proposal meets the technical needs of EPSD and offers the most value to the schools

2.3.3.1.3 Whether it is responsive to all requirements established in the RFP and addenda.

2.3.3.1.4 Whether the proposing vendor maintains and has submitted documentation of applicable certifications.

2.3.3.1.5 Whether references related to past performance are favorable.

2.3.3.1.5.1 With regard to references, vendors are free to submit references they wish the East Providence School District to consider; however, the East Providence School District reserves the right to investigate references for any and all projects on which the vendor has worked in the last three (3) years. Proposals not deemed technically acceptable may be eliminated from consideration

2.3.3.2 The East Providence School District may choose to seek clarifications from vendors with regard to their proposals.

2.3.3.2.1 All responses will be provided in writing to the E-Bids@epschoolsri.com address, and incomplete or unclear responses may result in a proposal being deemed technically unacceptable. However, the East Providence School District reserves the right to make a selection without requesting clarification. Additionally, the East Providence School District may not necessarily seek clarifications from all vendors submitting proposals.

2.3.3.3 Any contract awarded under this RFP is subject to funding, and approval by the East Providence School Committee. The East Providence School District reserves the right to make no awards under this RFP.

2.3.3.4 Each vendor proposal will be reviewed and scored using the following criteria and maximum point values per topic:

Criteria	Available points	Points awarded
Meets technical requirements	30	
Pricing	35	
Past project experiences	20	
Rhode Island based vendor	5	
References	10	

3. STATEMENT OF WORK

3.1 Background

The East Providence School Department has a history of high school lunch debt. The receivable balance of \$27,631 in December 2018 grew to \$52,000 as of December 31, 2019. The collection agency is responsible to collect all balances with a review process month or quarterly based on the needs of EPSD. The work to be performed by the Collection firm is described in Section 3.2 of this RFP.

3.2 Scope of Services / Project Goals

- 3.2.1 Bidders shall submit a proposal to provide the EPSD with collection services for a period of three (3) years.
- 3.2.2 Provide detail on how your firm handles collection accounts.
- 3.2.3 Please describe the primary tools of the collection agency (ie, letters and phone calls)
- 3.2.3 Provide samples of letters and script for phone calls. Do you have an “800” number or email for clients to return calls or email?
- 3.2.4 Provide an explanation on how will your firm collect payments from customers i.e. debit or credit card, including non-sufficient fund checks?
- 3.2.5 Describe how your firm will handle all existing and new accounts turned over.
- 3.2.6 Does our firm report to credit bureaus as a “Collection Account” including the amount, and whether it was paid or not according to Section 605 Fair Credit Reporting Act? How will payoff be handled?
- 3.2.7 How long does an account remain open by both firms? Provide suggestions on the best way to close or handle the account.
- 3.2.8 Describe fees and the percent % of amount charged for amount collected and amount not collected.
- 3.2.9 Describe the rate of interest or fees that firm will be adding to the amount owed to the East Providence School District, if any.
- 3.2.10 Provide sample detail reports on all accounts turned over to the Collection firm.
- 3.2.11 Describe all fees and any additional services in the proposal.

3.2.12 Provide process on how your firm would collect all funds owed to the East Providence School District.

3.3 Staffing

The Collection firm shall assign professional staff as appropriate to perform collection duties. A manager shall be assigned to coordinate the activities of all Collection staff and shall be the liaison between the Collection firm and the East Providence School District and shall have at least five (5) years prior experience in collecting public school district financial records.

3.3 Resources

Resources, such as outstanding balance reports will be provided by the East Providence School District.

4. PROPOSAL RESPONSE REQUIREMENTS

4.1 Vendor Information

4.1.1 Company Background Information

- 4.1.1.1 Legal name of the company
- 4.1.1.2 Number of years in business
- 4.1.1.3 Headquarters location address, phone number, website
- 4.1.1.4 Company type
- 4.1.1.5 Number of employees
- 4.1.1.6 Tax ID number

4.1.2 Profile of Collection Firm

- 4.1.2.1 State whether the firm is local, regional, national or international.
- 4.1.2.2 State the location of the office from which the work will be done if the firm is awarded the contract, the number of supervisors and other professional staff employed at this office.
- 4.1.2.3 Discuss this office's experience in computerized collection systems, particularly those of school districts, including the number and classification of personnel skilled in computer related collection services

4.1.3 Staffing and Qualifications

4.1.3.1 Indicate the name of the person who will manage the services as specified in this Request for Proposal. Provide a brief resume of the manager's background, training and experience.

4.2 Company Experience

4.2.1 Company Experience and References

4.2.1.1 Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

4.2.1.2 Please provide project details for at least two (2) projects of similar size and scope to that requested by EPSD. Project details should include:

4.2.1.2.1 Deployment date and period of performance

4.2.1.2.2 Overview of project performance, including successes, challenges, etc.

4.3 Vendor Insurance Requirements

4.3.1 The vendor will maintain at their own expense during the term of this contract, the following insurances:

4.3.1.1 Workers' Compensation Insurance with Rhode Island statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.

4.3.1.2 Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage.

4.3.1.3 Automobile Liability Insurance covering all owned, hired and non-owned vehicles with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

4.3.1.4 Insurance companies, named insurers and policy forms shall be subject to the approval of the East Providence School District. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to the East Providence School District. Vendor and any subcontractors shall furnish East Providence School District Project Coordinator with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract.

4.4 COST OF THE SERVICES

State the maximum annual cost for the collection services of all funds of the school district as for the first year services to be provided and each of the two (2) years thereafter. Costs as specified in the Section shall be based upon the scope of work as specified herein. It is understood that if the scope of the work is increased and/or decreased the maximum costs as proposed will be adjusted upwards and/or downwards as appropriate.