



VILLAGE OF ANTIOCH
Request for Proposals (RFP)
for
Collection Services

Issue Date: March 29, 2012

Issued By: Village of Antioch

874 Main Street

Antioch, IL 60002

Proposals Due: **Friday, April 13, 2012** to:

Village of Antioch

874 Main Street

Antioch, IL 60002

Attn: Collection Services

1. Introduction & Scope

The Village of Antioch, Illinois is now accepting proposals for a qualified firm to perform collection services on behalf of the Village. The proposal shall include services for collection of delinquent utility bills and ordinance violation tickets, and may include other delinquent accounts as deemed necessary by the Village of Antioch.

2. Date Due

The Village will receive sealed proposals for collection services (no e-mails accepted). Proposals should be directed to:

Village of Antioch
874 Main Street
Antioch, IL 60002
Attn: Collection Services

Proposals should be received no later than **4:00 pm on Friday, April 13, 2012.**

3. Response Instructions

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

4. Contact Information

All questions to the Village regarding this RFP should be directed to:

Village of Antioch
874 Main Street
Antioch, IL 60002
(847) 395-1000 lfolbrick@antioch.il.gov

5. Proposal Review

Agency proposals will not be available for review by anyone other than the evaluation team or its designated agents. All applicable information will be subject to public disclosure in accordance with the Freedom of Information Act, at award of contract.

6. General Instructions

Prospective vendors are cautioned to read these instructions carefully. Please prepare a response that addresses all the items listed in Appendix A. Each response should be denoted with the appropriate question number to which it is answering. Failure to complete this information may disqualify any prospective vendor. Proposals must be submitted in a sealed envelope bearing the title of "Collection Service RFP" and the name of the vendor. Three printed copies of the proposal must be provided.

7. Right to Reject

The Village reserves the right to reject all or some of the proposals in their entirety. The Village reserves the right to award or not award a contract in any manner deemed by the Corporate Authorities to be in the best interest of its citizens.

8. Evaluation and Selection Process

Evaluation of the proposals is expected to be completed within 14 days after receipt. As part of the evaluation, the Village may request clarification to individual proposals and receive responses from the respective proposed vendors. Clarification may be obtained, at the Village's discretion, from one or more proposers. Vendors may be required by the Village to respond in person to questions arising from their proposals.

9. Hold-Harmless Agreement

In submitting proposals, prospective agencies agree to enter into a Hold-Harmless Agreement containing all the information submitted in their proposals, and to be bound by the terms of said Agreement and the other agreements referenced therein and appended thereto.

Appendix A – RFP Required Response Details

Please answer the following (use separate sheet if necessary):

- 1) Name of Organization:

- 2) Current Business Address:

- 3) Business Telephone:

- 4) E-mail Address:

- 5) Best time to be reached at above number:

- 6) Years in business at above address:

- 7) If Incorporated or a limited liability company, state date of incorporation and State of incorporation:

- 8) List names, titles and experience of key officers of the corporation, partners in the partnership or managers and members in the limited liability company:

- 9) Please indicate the State(s) in which you are currently licensed to collect in and attach a copy of your current license for each state indicated:

- 10) Provide names of three business references with addresses, phone numbers and relationships (prefer to include Illinois Municipalities that are/have been represented):

(1)

(2)

(3)

- 11) Please indicate any professional organizations affiliated with the agency (i.e. The American Collectors Association or The Commercial Law League of America):

Account Processing/Handling

1. Outline steps in your standard collection process and time frames related to the various steps.
2. How often does a collector review each account?
3. Describe statistics, if any, on daily collector activity.
4. Do you use form letters? If yes, please provide samples.
5. Do employees sign a statement of compliance with the Fair Debt Collection Practices Act?
6. How do you handle disputes? How quickly?
7. Do you use other agencies to assist in collections?
8. What is your collection rate experience (what percentage of accounts are typically collected)?

Staffing

1. How many collectors do you currently employ?
2. Describe the training program for the collectors.
3. Are collectors paid by commission or hourly?

Credit Bureau Reporting

1. Do you report to credit rating agencies?
2. What agencies are notified?
3. Do you obtain client approval prior to reporting an account?

Payment Processing/Handling

1. How are payments processed?
2. What form of payment is accepted?
3. How are NSF checks handled?

Reporting

1. Do you allow online access to our accounts?
 - a. If not, how often are reports provided?
2. Please include samples of reports generated for clients.

Fees

1. Please describe the proposed fee structure.
2. Include any and all fees associated with your service.
3. Are additional fees charged for skip-tracing?

Contract Requirements:

- 1) The successful Agency must operate in accordance with ethical collection practices and uphold all applicable local, state and Federal laws, including all those pertaining to debtor's rights.
- 2) The Agency shall be duly licensed with the State of Illinois to carry out said collections.
- 3) The Agency must be insured and bonded as appropriate to avoid litigation or claims against the Village. Proof of these must be submitted to the Village of review at the time of the proposal submission.
- 4) To the full extent permitted by law, Agency shall defend, indemnify and hold harmless the Village, its employees, agents and officials, from any liability, claims, suits, actions, losses, expenses or costs of any kind, as a consequence of or arising out of in whole or in part to the performance of this agreement.