2

SUBJECT: FEES AND FEE DEBT COLLECTION SERVICES

BID #: ESC-0346-23 **OPEN DATE:** 07/5/2023

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: EVALUATED BID –DATE OF CONTRACT EXECUTION THROUGH SEPTEMBER 2024 WITH FIVE (5) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: FINANCE AND ACCOUNTING

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: (32) **NUMBER RECEIVED:** (3) **OTHER:** (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
The City of Jacksonville had previously issued this RFP, and the evaluation committee has evaluated proposals, based upon the evaluations and total average scores, rankings are as follows (highest to lowest):

1. RTR Financial Services, Inc. – 184.67 total average points scored
2. TSI Transworld Systems, Inc. – 148.00 total average points scored
3. Sierra Outsourcing Solutions – 136.00 total average points scored

Recommend approval of award to RTR Financial Services, Inc., as the highest scoring bidder, for fees and fee debt collection services. Period of service will be from the date of contract execution through September 30, 2024, with five (5) one (1) year renewal options. This is a non-purchase order expense. The supplier will earn their fees from the amounts collected on delinquent accounts receivables at a rate of 12% for General Collections fees and 12% for each Lien Collection fee.

Funding Source: 00111.176006.325200.000000.00000000.00000.0000000 – Special Assessments Service Charges executed by formal contract through the Office of General Counsel.

ATTACHMENTS: Recommendation Memo, Bid Tabulation, Matrix and Score Sheets, Scope of Services, Evaluation Criteria

ANALYST: _____
Corey Sidlo

RESPECTFULLY SUBMITTED: _____
DUSTIN FREEMAN, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Peter Kajokas, City Assistant Comptroller

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING ____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

ONE CITY. ONE JACKSONVILLE.

City of Jacksonville, Florida

Donna Deegan, Mayor

Finance and Administration Department
General Accounting Division
117 West Duval Street, Suite #375
Jacksonville, FL 32202
(904) 255-5261
www.coj.net

MEMORANDUM

To: Dustin Freeman, Chief Procurement Division

Thru: Michael Weinstein, Interim Director of Finance and Administration/CFO

From: Peter V Kajokas, CPA, City Assistant Comptroller

Subject: Recommendation of Award for Fees and Fee Debt Collection Services BID #: ESC-0346-23

Date: 09/12/2023

On September 11th, 2023, the City of Jacksonville, Finance and Administration division's Evaluation Committee, viewed and scored three (3) presentations to the "Fees and Fee Debt Collection Services" RFP bid number ESC-0346-23. After careful review of all submissions and presentations the Evaluation Committee recommends accepting and moving forward with the RTR Financial Services, Inc. proposal to provide Fees and Fee Debt Collection Services.

We base this decision due to the scores given by members of the Evaluation Committee, where RTR Financial Services, Inc. scored the highest in their written proposal as well as the scores during formal demonstration evaluation. The Evaluation Committee determined that RTR Financial Services, Inc. competence, system functionality and general as well as lien collection fees are the best suited for the City of Jacksonville Finance and Accounting Division needs.

The funding source for the collection services was:

00111.176006.325200.000000.00000000.00000.0000000 – Special Assessments Service Charges executed by formal contract agreement through the Office of General Council. This a non-Purchase Order expense, since the applicant will earn their fees from the amounts collected on delinquent accounts receivables.

TITLE: FEES & FEE COLLECTION SERVICES BID NO.: ESC-0346-23 OPEN DATE: July 5, 2023 @ 2 P.M. ANALYST: Corey Sidlo No. Invited: (32) No. Received (3) No Bids: (1) Recorded By: Melissa Pierce Announcer: Renata Barnett		TSI TRANSWORLD SYSTEMS, INC.	RTR FINANCIAL SERVICES, INC.	SIERRA OUTSOURCING SOLUTIONS
NOTES:				
General Collections Fee:		15%	12%	20% contingency fee
Each Lien Collection Fee:		15%	12%	30% contingency fee
Respone Evaluation Criteria				
Competence	35 pts			
Financial Responsibility	5 pts			
Past/Present Record of Professional Accomplishments w/ City Ag	5 pts			
Current Workload	10 pts			
Cost	40 pts			
Veteran &/or Jacksonville Small Emerging Business Owner	5 pts			
TOTAL RESPONSE POINTS	*100*			
FORMAL DEMONSTRATION EVALUATION CRITERIA				
Presentation	10 pts			
System Functionality	25 pts			
Overall Ease of Use	20 pts			
System Flexibility	15 pts			
System Ad Hoc Reports	15 pts			
Online Functionality	15 pts			
TOTAL DEMONSTRATION POINTS	*100*			
TOTAL COMBINED POINTS	*200*			
PRICE SHEET		YES	YES	YES
MINIMUM REQUIREMENTS		YES	YES	YES
CONFLICT OF INTEREST		YES	YES	YES
3 REFERENCES		YES	YES	YES
ADDENDUM (3)		YES	1 & 2 Yes (no 3)	YES

FEES & FEE COLLECTION SERVICES
ESC-0346-23
(SCORING MATRIX)

Total Points	35 Points	5 Points	5 Points	10 Points	40 Points	5 Points	100 Points	OVERALL Points	Rank
Suppliers & Scorers	Competence	Financial Responsibility	Past & Present Record of Professional Accomplishments w/ City Agencies & Others	Current Workload	Cost	Veteran &/or Jacksonville Small Emerging Business Owner	Demonstration	200 Total Points (100 max)	
TSI									
Peter V Kajokas	30.00	5.00	5.00	8.00	35.00	4.00	69.00	156.00	
Henry Noles	25.00	5.00	5.00	5.00	30.00	5.00	90.00	165.00	
Obaku Nyomah	20.00	4.00	4.00	10.00	25.00	2.00	58.00	123.00	
Average	25.00	4.67	4.67	7.67	30.00	3.67	72.33	**148.00**	**#2**
RTR									
Peter V Kajokas	35.00	5.00	5.00	10.00	40.00	5.00	87.00	187.00	
Henry Noles	30.00	5.00	5.00	8.00	40.00	5.00	90.00	183.00	
Obaku Nyomah	35.00	5.00	5.00	9.00	35.00	5.00	90.00	184.00	
Average	33.33	5.00	5.00	9.00	38.33	5.00	89.00	**184.67**	**#1**
Sierra									
Peter V Kajokas	25.00	5.00	4.00	5.00	20.00	2.00	58.00	119.00	
Henry Noles	20.00	5.00	2.00	7.00	20.00	5.00	83.00	142.00	
Obaku Nyomah	20.00	3.00	3.00	8.00	35.00	3.00	75.00	147.00	
Average	21.67	4.33	3.00	6.67	25.00	3.33	72.00	**136.00**	**#3**

TITLE: FEES & FEE COLLECTION SERVICES

BID NO.: ESC-0346-23

OPEN DATE: July 5, 2023 @ 2 P.M.

ANALYST: Corey Sidlo

No. Invited: (32) No. Received (3) No Bids: (1)

Recorded By: Melissa Pierce Announcer: Renata Barnett

		TSI TRANSWORLD SYSTEMS, INC.	RTR FINANCIAL SERVICES, INC.	SIERRA OUTSOURCING SOLUTIONS
NOTES:				
General Collections Fee:		15%	12%	20% contingency fee
Each Lien Collection Fee:		15%	12%	30% contingency fee
Competence	35 pts	25	30	20
Financial Responsibility	5 pts	5	5	5
Past/Present Record of Professional Accomplishments w/ City Age	5 pts	5	5	2
Current Workload	10 pts	5	8	7
Cost	40 pts	30	40	20
Veteran &/or Jacksonville Small Emerging Business Owner	5 pts	5	5	5
TOTAL RESPONSE POINTS	*100*	75	93	59
Scored by: Henry Noles Signatuare:		***Date:*** 7/24/23		
FORMAL DEMONSTRATION EVALUATION CRITERIA				
Presentation	10 pts	10	10	8
System Functionality	25 pts	25	25	25
Overall Ease of Use	20 pts	15	15	15
System Flexibility	15 pts	15	15	15
System Ad Hoc Reports	15 pts	15	15	10
Online Functionality	15 pts	10	10	10
TOTAL DEMONSTRATION POINTS	*100*	90	90	83
TOTAL COMBINED POINTS	*200*	165	183	142
PRICE SHEET		YES	YES	YES
MINIMUM REQUIREMENTS		YES	YES	YES
CONFLICT OF INTEREST		YES	YES	YES
3 REFERENCES		YES	YES	YES
ADDENDUM (3)		YES	1 & 2 Yes (no 3)	YES

9/11/23

TITLE: FEES & FEE COLLECTION SERVICES BID NO.: ESC-0346-23 OPEN DATE: July 5, 2023 @ 2 P.M. ANALYST: Corey Sidlo No. Invited: (32) No. Received (3) No Bids: (1) Recorded By: Melissa Pierce Announcer: Renata Barnett		TSI TRANSWORLD SYSTEMS, INC.	RTR FINANCIAL SERVICES, INC.	SIERRA OUTSOURCING SOLUTIONS
NOTES:				
General Collections Fee:		15%	12%	20% contingency fee
Each Lien Collection Fee:		15%	12%	30% contingency fee
Competence	35 pts	$ 30.00	$ 35.00	$ 25.00
Financial Responsibility	5 pts	$ 5.00	$ 5.00	$ 5.00
Past/Present Record of Professional Accomplishments w/ City Ag	5 pts	$ 5.00	$ 5.00	$ 4.00
Current Workload	10 pts	$ 8.00	$ 10.00	$ 5.00
Cost	40 pts	$ 35.00	$ 40.00	$ 20.00
Veteran &/or Jacksonville Small Emerging Business Owner	5 pts	$ 4.00	$ 5.00	$ 2.00
TOTAL RESPONSE POINTS	100	$ 87.00	$ 100.00	$ 61.00
Scored by: Peter Kajokas Signature: [signature] ***Date:*** 7/24/23				
FORMAL DEMONSTRATION EVALUATION CRITERIA				
Presentation	10 pts	5.00	7.00	5.00
System Functionality	25 pts	20.00	23.00	15.00
Overall Ease of Use	20 pts	12.00	15.00	10.00
System Flexibility	15 pts	10.00	12.00	10.00
System Ad Hoc Reports	15 pts	12.00	15.00	10.00
Online Functionality	15 pts	10.00	15.00	8.00
TOTAL DEMONSTRATION POINTS	100	69.00	87.00	58.00
TOTAL COMBINED POINTS	200	156	187	119
PRICE SHEET		YES	YES	YES
MINIMUM REQUIREMENTS		YES	YES	YES
CONFLICT OF INTEREST		YES	YES	YES
3 REFERENCES		YES	YES	YES
ADDENDUM (3)		YES	1 & 2 Yes (no 3)	YES

Peter Kajokas [signature] 9/11/23

TITLE: FEES & FEE COLLECTION SERVICES BID NO.: ESC-0346-23 OPEN DATE: July 5, 2023 @ 2 P.M. ANALYST: Corey Sidlo No. Invited: (32) No. Received (3) No Bids: (1) Recorded By: Melissa Pierce Announcer: Renata Barnett		TSI TRANSWORLD SYSTEMS, INC.	RTR FINANCIAL SERVICES, INC.	SIERRA OUTSOURCING SOLUTIONS
NOTES:				
General Collections Fee:		15%	12%	20% contingency fee
Each Lien Collection Fee:		15%	12%	30% contingency fee
Competence	35 pts	20 pts	35 pts	20 pts
Financial Responsibility	5 pts	4 pts	5 pts	3 pts
Past/Present Record of Professional Accomplishments w/ City Ag	5 pts	4 pts	5 pts	3 pts
Current Workload	10 pts	10 pts	9 pts	8 pts
Cost	40 pts	25 pts	35 pts	35 pts
Veteran &/or Jacksonville Small Emerging Business Owner	5 pts	2 pts	5 pts	3 pts
TOTAL RESPONSE POINTS	*100*	65 pts	94 pts	72 pts
Scored by: Obaku Nyomah Signature:			***Date:*** 07/25/23	
FORMAL DEMONSTRATION EVALUATION CRITERIA				
Presentation	10 pts	5 pts.	10 pts	10 pts.
System Functionality	25 pts	10 "	20 "	15 "
Overall Ease of Use	20 pts	15 "	20 "	20 "
System Flexibility	15 pts	10 "	15 "	10 "
System Ad Hoc Reports	15 pts	10 "	15 "	10 "
Online Functionality	15 pts	8 "	10 "	10 "
TOTAL DEMONSTRATION POINTS	*100*	58	90	75
TOTAL COMBINED POINTS	*200*	123	184	147
PRICE SHEET		YES	YES	YES
MINIMUM REQUIREMENTS		YES	YES	YES
CONFLICT OF INTEREST		YES	YES	YES
3 REFERENCES		YES	YES	YES
ADDENDUM (3)		YES	1 & 2 Yes (no 3)	YES

REQUEST FOR PROPOSAL

Fees and Fee Debt Collection Services
ESC-0346-23
For
Finance & Accounting
And
City of Jacksonville, Florida

SECTION 1
(Specific Information Regarding this RFP)

1.1 Introduction

The City of Jacksonville ("**Buyer**") on behalf of The Office of Finance and Accounting intend to hire an individual(s) or firm(s) ("**Contractor**") to provide the services described in Section 1.2 of this Request for Proposal ("**RFP**"). Persons interested in submitting a response to this RFP (a "**Response**") should carefully review this RFP for instructions on how to respond and for the applicable contractual terms. This RFP is divided into the following sections:

Section 1	Specific Information Regarding This RFP
Section 2	General Instructions
Section 3	General Terms and Conditions of Agreement
Section 4	Description of Services (if referenced in Section 1.2 below)
Section 5	Exhibits, if applicable

Attachment A	Response Format
Attachment B	Evaluation Matrix
Attachment C	Equal Business Opportunity Program Requirements
Attachment D	Sample Contract
Attachment E	Disqualified/Probationary Suppliers List
Attachment F	Federal Funding Provisions (if applicable under Section 1.7 below)
Attachment G	Indemnification
Attachment H	Insurance Requirements
Attachment I	Protest Procedures

Form 1 -	Price Sheet
Form 2 -	Conflict of Interest Certificate
Form 3 -	Business References
Form 4 -	No Bid Survey

In the event of conflicting provisions, the following sections of this RFP will have priority in the order listed: Section 1, Section 4, Section 2, Section 3, the Attachments, and the Forms.

1.2 Scope of Services

The services sought under this RFP are generally described as follows:

The City's requirements for debt collection services will be for General Collections for the City except for Ambulance Billings, Parking Fines and Fees, Clerk of the Circuit and County Courts, and Property Liens which remain not fully paid after the ninety-one (91) day of the original invoice. The City reserves the right to change the referral period as dictated by business policy, or City Ordinance.

Please see Section 4 for a full description of the services and deliverables required under this RFP.

1.3 Term of Agreement

The initial agreement term shall be from date of contract execution through September 30, 2024, with five (5) one-year renewal options at the mutual agreement between the City and the Contractor. Either party has the right to cancel this Agreement upon thirty (30) days written notice to the other party.

1.4 Minimum Requirements for Contractors

Contractors must satisfy the following mandatory minimum requirements to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. **Failure to meet these requirements and present written documentation at the time of bid opening will result in the Response not being evaluated and being rejected as non-responsive:**

1. Must have a minimum of five (5) years of cumulative experience in the collection of Municipal fees and fines as requested in this specification and shall demonstrate via cv/ resume identifying similar projects in scope and the ability to perform the required service.
2. Contractors must use **Form 3** to submit at least three (3) references of clients for which it has provided the services described in this specification or similar project.
3. Must have provided municipal collection services for not less than (3) government/municipal or Institutional clients and shall demonstrate this via signed memorandum from a representative of the municipality or institution.
4. Must provide current proof of all licenses and permits, and must comply with local, state, and federal regulations to provide services requested.

1.5 Equal Business Opportunity Program

It is an official policy of the City of Jacksonville to encourage the maximum participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. To participate as a JSEB on Buyer projects, a company must be certified as a JSEB with the City's Equal Business Opportunity Office.

This RFP and the resulting Contract are subject to requirements of the *Encouragement,* which is fully described on Attachment C to this RFP.

Contractors may contact Buyer's Equal Business Opportunity Office at (904) 255-8840 or find the JSEB directory on Buyer's website. Please contact the Contact Person identified in Section 1.12 if you are uncertain of Buyer's website address or if you experience problems accessing it.

1.6 Documents Available for Inspection

N/A.

1.7 Federal Funds.

Federal funds will not be used as part of this solicitation.

1.8 Non-Mandatory Pre-Bid Meeting

There is no pre-bid schedule for this RFP.

Please submit questions in writing to Corey Sidlo at csidlo@coj.net prior to the deadline as early as possible.

1.9 Response Due Date

The deadline for submitting responses to this RFP is **Wednesday, July 5, 2023 at 2:00 p.m.** Please see Sections 2.3 and 2.4 for more details.

1.10 Response Delivery Location

Responses must be delivered to the following location:

City of Jacksonville
Procurement Division
214 N. Hogan Street, Room 105
Jacksonville, Florida 32202

1.11 Response Opening

Responses received shall be publicly announced and recorded at 2:00 PM on the Response Due Date in meeting room #825, 8th Floor, Ed Ball Building, 214 N. Hogan Street, Jacksonville, FL 32202.

1.12 Contact Person

If any questions arise during the bidding period of this RFP, contact Corey Sidlo, Purchasing Analyst, by email at csidlo@coj.net.

The deadline for questions is Monday, June 26, 2023 at 4:00 p.m. Please submit questions as early as possible.

Please refer to Section 2.9 for further information on who may and may not be contacted regarding this RFP.

1.13 Questions and Requests for Amendments

Any questions, requests for information or requests for amendments to this RFP must be submitted in accordance with Section 2.2 of this RFP.

1.14 Special Instructions

N/A.

1.15 Special Contract Terms

N/A.

Section 4
Description of Services and Deliverables

4.1 Background

The City of Jacksonville issues approximately 30,000 invoices annually from various departments throughout the City, excluding ambulance billings. In addition to recent and ongoing delinquent items ("current debt"), a backlog of delinquent invoices ("non-current debt") will be transferred to the Contractor for collection upon the initial referral of debt.

Debtors will have already been subject to the following collection efforts:

a. The original invoice was mailed to the address on record, followed up by statements and dunning letters reminding the entities or individuals of an outstanding invoice.

b. Non-current debt was transferred to the Cities incumbent collection agency, but collections efforts have not been forthcoming.

c. The Contractor will assume the collection process on or after the 91st day of non-payment and pursue collections of the delinquent amount as outlined in this RFP.

4.2 Scope of Services

The City's requirements for debt collection services will be for General Collections for the City except for Ambulance Billings, Parking Fines and Fees, Clerk of the Circuit and County Courts, and Property Liens which remain not fully paid after the ninety-one (91) day of the original invoice. The City reserves the right to change the referral period as dictated by business policy, or City Ordinance.

4.3 Vendor Requirements

Must have the ability to post to and update/ correct addresses on accounts. Must have experience in obtaining ownership records not only from the State of Florida but also from any legal means and in compliance with any and all Local, State, and Federal collections laws. This includes "skip-tracing" entities or individuals who have moved, changed names, or gone out of business.

Must have the capability of sending and receiving information via various secure electronic media as specified by the City.

Must have access to nationwide reporting files.

Must have the ability to accept payment by telephone, check, credit card, and via the internet.

Must complete, sign, and submit Proposal Summary to include Attachments no later than the deadline, as requested below.

4.4 Referral for Collections

The Contractor will undertake collection of general municipal fees and fines that the City chooses to refer to the Contractor once the unpaid account becomes delinquent. The number and origin of these accounts and the means by which Contractor shall receive the accounts shall be determined solely by, and may be altered at the discretion of the City. The City reserves the right to change the referral period as dictated by business policy, or City Ordinance. The Contractor must have the ability to perform out-of-state collections as well as collections in-state.

4.5 Acknowledgement

The Contractor must acknowledge to the City's Finance office designated in writing by the City, receipt of all accounts referred to contractor for collection. The timing and format of this acknowledgment will be determined by the City at the time of Contracting.

4.6 Collection Efforts

Contractor shall promptly undertake, through proper and lawful means, the collection of every account referred by the City without regard to the amount.

Contractor shall attempt to achieve a maximum recovery of debts to include mailing additional written collection notices using the most current address available, placing outbound telephone calls, utilizing skip tracing procedures, making the entity or individual aware of potential consequences of failure to resolve the invoice as directed by the City of Jacksonville, and credit Contractor reporting as allowed by law and only after repeated warnings.

Contractor personnel shall provide collection services in accordance with the most recent applicable federal, state, and local regulations.

Contractor agrees to indemnify the City for costs of any kind and nature to the City because of any legal action against the City from the collection practices or methods of Contractor's officers, agents, or employees.

4.7 Contractor Employees and Subcontractors

The Contractor shall maintain a staff of properly trained and experienced personnel, licensed as necessary, to ensure satisfactory performance under the resulting Contract or Agreement. Contractor shall perform services as an independent Contractor and not as an employee or representative of the City and shall be solely responsible for the manner used in the collection process. All personnel provided by Contractor and involved in any aspect of the Contractor Services shall be employees of Contractor, or its Subcontractors, and not of the City; and shall be subject to the direction, supervision, and control of the Contractor, and not of the City.

4.8 Primary Contact

The Contractor shall designate one Primary Contact who will oversee the complete operation of services detailed herein, and to which all correspondence and questions from the City will be directed. Contractor must notify the City Comptroller or Assistant Comptroller if said Primary Contact is removed from his/her duties under this Agreement and must provide replacement Primary Contact information to the City Comptroller or Assistant Comptroller within (1) business day.

4.9 Collection Amount

The Contractor shall not litigate or compromise any undisputed citation for less than its full value to include all late fees and debt collection fees.

Any amounts received by Contractor which are more than that which is due and payable, are overpayments and shall be forwarded in full to the City's Tax Collector's Office with an explanation that the amount is an overpayment. Contractor shall not be entitled to a collection fee for overpayments and shall not retain any portion of an overpayment.

No collection fee shall be paid to Contractor for accounts that are deferred, postponed, voided, or canceled. Contractor agrees to suspend action either temporarily or permanently on any account referred for collection upon notification to do so by the City.

Upon the City's request, Contractor agrees to return accounts with a record of any contacts made with the borrower including current address, telephone number, and other information that will aid in the future collection of the account. The transmission of such information is part of the service to the City that Contractor agrees to perform.

4.10 Customer Disputes

The Contractor shall submit any disputed account to the City for review and research before continuing with the collection process. The Contractor shall immediately advise the City's Finance Department of debtor Notice of Bankruptcy.

4.11 Check Handling

Authorization to deposit check payments received by the Contractor but made out to the City of Jacksonville will be addressed after the RFP selection process. Checks received by the City but made out to the Contractor will be transferred to the Contractor on a weekly basis.

4.12 Returned Checks

In the event the Contractor has remitted payment to the City and the check is subsequently returned for nonsufficient fees, the Account will immediately be updated by Contractor to reflect unpaid. Check payment and/or nonsufficient fees are not to be netted out of the totals remitted to the City. Rather, the debt collection commission or fee originally paid to the Contractor shall be returned to the City, and the gross amount of the check "paid" or remitted for said Account by the Contractor to the City will then be returned to the Contractor. Insufficient fees imposed by banks or financial institutions will be invoiced to the City as the direct cost of such "NSF"; not more.

Returned check amounts, associated Contractor commission or fee payments already received by Contractor for said returned check, non-sufficient fund fee information, or returned check requests, shall be specifically identified and included in the Monthly Payment Reversal Reports, and Monthly Invoice for Contractor Services. The City reserves the right to audit financial transactions related to all services.

4.13 Payments Updates

Payments received by Contractor must be convened by Contractor directly to the Finance Department at best in real-time, but not less than weekly. City Finance personnel staff shall have the ability to directly research Accounts in the Contractor's database to determine what collection actions have been taken.

The contractor shall be responsible for ensuring that the accounts are updated to reflect the amount past due. The contractor shall exercise special care to ensure that the entire invoice amount, any potential penalties, or collection fees have been paid before informing the debtor that the debt is paid in full.

4.14 Remittance of Funds

The Contractor will collectively remit funds monthly to the City of Jacksonville Tax Collector no later than the 5th of each month by electronic funds transfer to the bank account and routing number provided by the City upon contracting with the Contractor. The Contractor shall provide a copy of said monthly deposits to the City.

4.15 Monthly Reports

1. Report Acknowledging Receipt of all Accounts Referred to Contractor for Collection, as specified in the Acknowledgment Section.

2. Report Detailing All Collection Payments Received for each debtor's account, sent to the Finance Department at the same time Payments are electronically remitted to the City of Jacksonville, no later than the 5th of each month.

3. Monthly Payment Reversal Report, summarizing payment reversals such as insufficient funds and error corrections, along with a Refund to the City for any collection fee previously paid by City to Contractor in association with these payments.

4. All monthly reports will be in MS Excel 2010 format, or as designated by the City. The reports shall be submitted to the Finance Department, and shall include Date of Invoice, Invoice Number, Payment Amount, Date Paid, and Contractor Collection Fee for each citation. City reserves the right to revise required format as needed.

4.16 Compensation / Invoicing

1. Compensation for the collection services is on a contingent basis. No fee will be paid on accounts that are not collected. All funds collected shall be fully remitted to the City as described in the Remittance of Funds section. Contractor fees or commissions are not to be "netted out" from the amount remitted to the City.

2. The contractor will provide City with an Invoice for Contractor Services detailing all collection payments received in full for each account.

3. The Invoice must also detail Reversal Reimbursement Requests, such as request for monies Contractor previously remitted to the City which later resulted in in nonsufficient funds and associated "NSF" fees to the Contractor. The invoice must be accompanied by the Monthly Report Detailing All Collection Payments Received and the Monthly Payment Reversal Report referenced above.

4. Invoices must be submitted electronically to the City's Information System, details on how to submit invoices will be provided once a Supplier is chosen.

4.17 File Layout

The Contractor must provide a complete file layout to the City's current Information System (currently Oracle Fusion). The City will notify the Contractor immediately notified in writing of any changes to the file layout based upon changes implemented by updates to the Information System. The Contractor must provide a test file to the City's current Information System and have City approval prior to the first notice being sent.

4.18 Uncollected Fines and Fees

Unless otherwise stated, all uncollected parking fines and fees will be returned to the City 180 days after the date of assignment. The Contractor will cease collection efforts and shall consider the account under the control of the City. The City may resume the collection process at any time.

4.19 Responsibility of the City

The City will provide the following:

1. Report to the Contractor either by written report or through mutually accessible account software, payments received at the Tax Collector's Office, for accounts previously referred to the Contractor.

2. Pay compensation to the Contractor for payments received as described above and according to the Fee Structure agreed upon, no later than thirty (30) days after receiving payment and associated Invoice.

3. Reimburse reversals in a timely manner but no later than thirty (30) days after receiving an invoice from the Supplier.

4. Research disputed accounts referred from the Contractor and provide and/or certify validity of the debt.

4.20 Contractor Performance

Contractor shall certify that all services to be provided shall follow the Fair Debt Collections Practices Act and the Florida Consumer Collection Practices Act.

Contractor shall not under any circumstances, use any threats, intimidation, harassment, profanity, abusive language, or any unfair collection practices in the collection of accounts or violate any guidelines established by federal, state, and local laws, regulations, and rules affecting the work and shall maintain all required protection for property, employees, and the public.

Contractor representatives shall not make representation of being a lawyer or representative of any attorney, law enforcement officer, nor make representation to be a City, state, or federal government employee.

Contractor shall promptly respond to complaints or inquiries transmitted to Contractor by the City which arise out of Contractor's performance of the resulting Agreement and shall remove from all City accounts any of Contractor's officers, employees or agents who are engaged in questionable tactics.

Contractor shall not make repeated telephone calls with the purpose to harass a debtor; nor shall Contractor make collect telephone calls.

Contractor acknowledges the privacy rights of debtors and shall not release information to any credit bureau or other third parties without full compliance with all federal and state privacy laws and prior written approval from the City.

Contractors shall maintain sufficient safeguards to prevent unauthorized access to information, such as secure handling and storage of all data and security password protection on any computer equipment.

It is imperative that no ill will is created toward the City in the collection of these debts. Therefore, the Contractor will be accurate, respectful, and courteous when interacting with debtor.

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Attachment B
Evaluation Matrix

The evaluations will be based upon the following criteria, and Proposers are requested to provide, as a minimum, the information listed under each criterion. Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive. The response to each of the criteria will be evaluated relative to the other responses received and the contract will be awarded to the highest scoring, responsive, responsible bidder for the combination of the Response Evaluation Criteria and the Formal Demonstration Evaluation Criteria. **Proposers shall arrange their responses in a format that will offer ready review and evaluation of each criterion.** Please note that **200** points is the maximum total for all combined criteria (Response Evaluation (100 points) plus Formal Demonstration Evaluation (100 points)).

RESPONSE EVALUATION CRITERIA:

1. **COMPETENCE: 35 points maximum score**
   Describe professional and/or technical education and training (including, but not limited to, biohazard training programs); experience in the kind of projects to be undertaken; availability of adequate personnel, quality of equipment (including vehicles' maintenance, stretchers/carts and biohazard supplies/PPE) and Contractor's facilities. Provide names and resumes of all individuals to be assigned to this project.

2. **FINANCIAL RESPONSIBILITY: 5 points maximum score**
   Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in score less than maximum for this criterion.

3. **PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPLISHMENTS WITH CITY AGENCIES AND OTHERS: 5 points maximum score**
   Provide a minimum of three (3) completed projects that are similar in nature and scope to the project under consideration with references to include client's contact person and telephone number. Projects must have been held within the last three (3) years. Describe any outstanding accomplishments that relate to specific services being sought.

4. **CURRENT WORKLOAD: 10 points maximum score**
   Provide a list of all local commercial or government contracts the Contractor currently holds whether the Contractor is the Prime Contractor or subcontractor. Such list shall include all work for the City of Jacksonville or its various agencies.

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5. **COST: 40 points maximum score**
   Price submission shall be total unit price per transpiration transported to the Office of the Medical Examiner. The proposal with the lowest unit price will receive the maximum number of points allotted. The number of points awarded for the remainder of the proposals will be determined by a mathematical formula in which the lowest cost is divided by the proposer's cost. That number will then be multiplied by the maximum number of points for the Cost criterion (40). The proposer will receive the number of points as determined by the formula.

   Example: The City receives three proposals: Firm #1 with a price of $600.00; Firm #2 with a price of $800.00; and Firm #3 with a price of $1,200.00.

   - Firm #1 would receive the maximum number of points (**40 points**).
   - Firm #2 would receive **30 points** ($600.00 divided by $800.00 multiplied by the maximum number of points (40).
   - Firm #3 would receive **20 points** ($600.00 divided by $1,200.00 multiplied by the maximum number of points (40).

6. **VETERAN AND/OR JACKSONVILLE SMALL EMERGING BUSINESS OWNER: 5 points maximum score**
   Preference will be given to Contractors who are military veterans and/or JSEB vendors. Provide proof of status as U.S. Military Veteran (i.e., DD-214) or JSEB certification with the Office of Equal Business Opportunity.

FORMAL DEMONSTRATION EVALUATION CRITERIA:

1. **PRESENTATION: 10 points maximum score**
   Proposer's overall presentation, knowledge and understanding of the intended solution.

2. **SYSTEM FUNCTIONALITY: 25 points maximum score**
   Demonstration of the end-user's daily activity processes and how the applications meet the required goals of the RFP.

3. **OVERALL EASE OF USE: 20 points maximum score**
   Intuitiveness of the solution to the novice user, user friendliness of the solution, and the ability to seamlessly navigate between applications or work processes.

4. **SYSTEM FLEXIBILITY: 15 points maximum score**
   Ability of the Tax Collector's system administrator to make configuration changes to the solution, to include views, functions, etc.

5. **SYSTEM AND AD HOC REPORTS: 15 points maximum score**
   Ability to quickly produce ad-hoc or custom reports in varying formats.

6. **ONLINE FUNCTIONALITY: 15 points maximum score**
   Ability of the tax-payer to make payment and utilize the solution remotely via the Internet.

Attachment B
Response Evaluation Matrix

CRITERION	DESCRIPTION	MAXIMUM POINTS
Competence	Describe professional and/or technical education and training (including, but not limited to, biohazard training programs); experience in the kind of projects to be undertaken; availability of adequate personnel, quality of equipment (including vehicles' maintenance, stretchers/carts and biohazard supplies/PPE) and Contractor's facilities. Provide names and resumes of all individuals to be assigned to this project.	35
Financial Responsibility	Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility.	5
Past and Present Record of Professional Accomplishments with City Agencies and Others	Provide a minimum of three (3) completed projects that are similar in nature and scope to the project under consideration with references to include client's contact person and telephone number. Projects must have been held within the last three (3) years. Describe any outstanding accomplishments that relate to specific services being sought.	5
Current Workload	Provide a list of all local commercial or government contracts the Contractor currently holds whether the Contractor is the Prime Contractor or subcontractor. Such list shall include all work for the City of Jacksonville or its various agencies.	10
Cost	Price submission shall be total unit price per transpiration transported to the Office of the Medical Examiner. The proposal with the lowest cost will receive the maximum number of points allotted. The number of points awarded for the remainder of the proposals will be determined by a mathematical formula in which the lowest cost is divided by the proposer's cost. That number will then be multiplied by the maximum number of points for the Cost criterion. The proposer will receive the number of points as determined by the formula.	40
Veteran and/or Jacksonville Small Emerging Business Owner	Preference will be given to Contractors who are military veterans and/or JSEB vendors. Provide proof of status as U.S. Military Veteran (i.e., DD-214) or JSEB certification with the Office of Equal Business Opportunity.	5

Attachment B
Formal Demonstration Evaluation Matrix

CRITERION	DESCRIPTION	MAXIMUM POINTS
Presentation	Proposer's overall presentation, knowledge and understanding of the intended solution.	10
System Functionality	Demonstration of the end-user's daily activity processes and how the applications meet the required goals of the RFP.	25
Overall Ease of Use	Intuitiveness of the solution to the novice user, user friendliness of the solution, and the ability to seamlessly navigate between applications or work processes.	20
System Flexibility	Ability of the Tax Collector's system administrator to make configuration changes to the solution, to include views, functions, etc.	15
System and Ad Hoc Reports	Ability to quickly produce ad-hoc or custom reports in varying formats.	15
Online Functionality	Ability of the tax-payer to make payment and utilize the solution remotely via the Internet.	15

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