SUBJECT: Debt Collection Services for the Duval County Clerk of the Circuit and County Courts

BID #: ESC-0496-18 **OPEN DATE: 8/8/18**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: Service Contract – Three (3) years from date of contract execution with three (3) one (1) year renewal options

AGENCY: Clerk of the Courts

BASIS OF AWARD: Highest Scoring Bidder Based on Evaluation Criteria

NUMBER OF BIDS INVITED: 5 **NUMBER RECEIVED: 10** **OTHER: 2**

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Demonstrations and oral interviews conducted with the top five (5) vendors were completed November 9, 2018. Recommend approval to enter into negotiations with the three (3) highest scoring bidders: Linebarger, Goggan, Blair & Sampson, Penn Credit and Harris & Harris. The results will be documented and presented to the CSPEC Committee for approval.

Linebarger, Goggan, Blair & Sampson	125.80	1
Penn Credit Corporation	124.20	2
Harris & Harris Ltd.	123.60	3

Attachments: Recommendation Memo, Scoring Sheets, and Evaluation Criteria

ANALYST: _____ Annette Burney **RESPECTFULLY SUBMITTED** _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Allison Luker, Chief Financial & Administrative Officer, Clerk of the Circuit & County Courts

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(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 _____

Clerk of the Circuit & County Courts

DUVAL COUNTY
501 WEST ADAMS STREET
JACKSONVILLE, FLORIDA 32202
TELEPHONE: (904) 255-2084 FAX: (904)255-2160

January 14, 2019

To: Gregory Pease
Chief of Procurement
Competitive Sealed Proposal Evaluation Committee

Thru: Allison Luker
Chief Financial and Administrative Officer

01/18/19 11:08:49
Procurement Division

From: Angel Brown Van Sickle
Manager to the Clerk

Subject: Request to enter into negotiations
ESC-0496-18 Debt Collection Services – Clerk of the Circuit and County Courts

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The sub-committee comprised of representatives of the Clerk of the Circuit and County Courts, responsible for evaluating responses, has completed the evaluation process through written proposal, and on-site demonstration. Based on combinative scoring, the scores are as follows:

Respondent	Proposal Evaluation Score	Demonstration Evaluation Score*	Total Combined Score (150 Maximum)	Final Rank
Linebarger Goggan Blair & Sampson	**87.80**	**38.00**	**125.80**	**1**
Penn Credit	**86.60**	**37.60**	**124.20**	2
Harris & Harris	**81.60**	**42.00**	**123.60**	3
GC Services Limited Partnership	83.60	37.80	121.40	4
Alliance One	80.80	35.40	116.20	5
Perdue, Brandon, Fielder, Collins, & Mott	75.60	0.00	75.60	6
Transworld System, Inc	74.40	0.00	74.40	7
MSB Government Services	72.30	0.00	72.30	8

***Per RFP, only top 5 selected for demonstration**

Florida Clerks collect state revenues of court costs and fines and are required to report on collection performance. The legislature has made collection/compliance of court costs and fines a priority for clerks. Court Collection Best Practices Guidelines outlines sending cases to collection using "**multiple collection agencies/firms**."
The clerk is requesting to enter into negotiations to contract with the top three (3) respondents: Linebarger Goggan Blair & Sampson, Penn Credit, and Harris & Harris for Debt Collection Services.

Respondent	Proposal Evaluation Score (100 Max Pts.	Demonstration Evaluation Score* (50 Max Pts.)	Total Combined Score (150 Max Pts.)	Final Rank
Linebarger Goggan Blair & Sampson	**87.80**	**38.00**	**125.80**	**1**
Penn Credit	**86.60**	**37.60**	**124.20**	**2**
Harris & Harris	**81.60**	**42.00**	**123.60**	**3**
GC Services Limited Partnership	83.60	37.80	121.40	4
Alliance One	80.80	35.40	116.20	5
Perdue, Brandon, Fielder, Collins, & Mott	75.60	0.00	75.60	6
Transworld System, Inc	74.40	0.00	74.40	7
MSB Government Services	72.30	0.00	72.30	8

*Per RFP, only top 5 selected for demonstration

DEMONSTRATIONS - DEBT COLLECTION SERVICES

ESC-0496-18

Total Points	10 Points	10 Points	10 Points	10 Points	10 Points	OVERALL	Rank
Criteria	Presenter	Presenting Best Practices/Collection Methods	Timeliness & Flexibility	Document Management	Reports	Total Points (100 max)	
Linebarger Goggan Blair & Sampson							
Jennifer Spinelli	7.00	7.00	9.00	8.00	9.00	40.00	
Angel Brown	6.00	7.00	8.00	8.00	7.00	36.00	
Jennifer Douglas	5.00	7.00	7.00	6.00	6.00	31.00	2
Gerald Cates	9.00	8.00	9.00	8.00	8.00	42.00	
Sheri Pristupa	8.00	9.00	8.00	8.00	8.00	41.00	
Average	7.00	7.60	8.20	7.60	7.60	**38.00**	
Penn Credit							
Jennifer Spinelli	8.00	8.00	8.00	8.00	9.00	41.00	
Angel Brown	8.00	9.00	9.00	9.00	7.00	42.00	
Jennifer Douglas	2.00	8.00	7.00	5.00	6.00	28.00	4
Gerald Cates	6.00	9.00	7.00	7.00	7.00	36.00	
Sheri Pristupa	7.00	9.00	8.00	8.00	9.00	41.00	
Average	6.20	8.60	7.80	7.40	7.60	**37.60**	
Alliance One							

Jennifer Spinelli	9.00	10.00	8.00	9.00	10.00	46.00	
Angel Brown	7.00	9.00	7.00	9.00	7.00	39.00	
Jennifer Douglas	8.00	8.00	5.00	5.00	5.00	31.00	5
Gerald Cates	6.00	4.00	5.00	5.00	3.00	23.00	
Sheri Pristupa	7.00	9.00	7.00	7.00	8.00	38.00	
Average	7.40	8.00	6.40	7.00	6.60	**35.40**	
Harris & Harris							
Jennifer Spinelli	10.00	10.00	9.00	10.00	10.00	49.00	
Angel Brown	8.00	8.00	9.00	9.00	9.00	43.00	
Jennifer Douglas	10.00	8.00	7.00	5.00	6.00	36.00	1
Gerald Cates	9.00	10.00	7.00	8.00	7.00	41.00	
Sheri Pristupa	10.00	8.00	10.00	8.00	9.00	45.00	
Average	9.40	8.80	8.40	8.00	8.20	**42.80**	
GC Services Limited Partnership							
Jennifer Spinelli	9.00	9.00	8.00	10.00	10.00	46.00	
Angel Brown	8.00	9.00	8.00	8.00	8.00	41.00	
Jennifer Douglas	6.00	8.00	6.00	5.00	5.00	30.00	3
Gerald Cates	7.00	7.00	5.00	7.00	6.00	32.00	
Sheri Pristupa	8.00	8.00	8.00	8.00	8.00	40.00	
Average	7.60	8.20	7.00	7.60	7.40	**37.80**	

DEBT COLLECTION SERVICES

ESC-0496-18

Total Points	25 Points	25 Points	5 Points	10 Points	10 Points	25 Points	OVERALL	Rank
Criteria	Qualifications & Background	Organizational Structure	Price Structure	Legal & Financial	Technology	Collection Process	Total Points (100 max)	
Linebarger Goggan Blair & Sampson								
Jennifer Spinelli	25.00	24.00	4.00	10.00	8.00	24.00	95.00	
Angel Brown	24.00	22.00	4.00	9.00	8.00	23.00	90.00	
Jennifer Douglas	21.00	21.00	4.00	10.00	9.00	20.00	85.00	1
Gerald Cates	25.00	19.00	5.00	9.00	7.00	12.00	77.00	
Sheri Pristupa	24.00	24.00	5.00	9.00	7.00	23.00	92.00	
Average	23.80	22.00	4.40	9.40	7.80	20.40	**87.80**	
Penn Credit								
Jennifer Spinelli	25.00	24.00	3.00	9.00	8.00	24.00	93.00	
Angel Brown	23.00	22.00	3.00	10.00	7.00	20.00	85.00	
Jennifer Douglas	20.00	21.00	4.00	10.00	9.00	22.00	86.00	2
Gerald Cates	25.00	25.00	3.00	9.00	6.00	22.00	90.00	
Sheri Pristupa	21.00	19.00	4.00	9.00	6.00	20.00	79.00	
Average	22.80	22.20	3.40	9.40	7.20	21.60	**86.60**	
Alliance One								
Jennifer Spinelli	20.00	20.00	3.00	10.00	8.00	23.00	84.00	
Angel Brown	18.00	11.00	3.00	7.00	7.00	21.00	67.00	
Jennifer Douglas	19.00	22.00	3.00	10.00	9.00	21.00	84.00	5
Gerald Cates	25.00	16.00	4.00	7.00	7.00	25.00	84.00	
Sheri Pristupa	22.00	21.00	3.00	9.00	8.00	22.00	85.00	
Average	20.80	18.00	3.20	8.60	7.80	22.40	**80.80**	
Harris & Harris								
Jennifer Spinelli	20.00	25.00	3.00	10.00	8.00	24.00	90.00	
Angel Brown	19.00	23.00	3.00	8.00	8.00	22.00	83.00	
Jennifer Douglas	15.00	21.00	2.00	10.00	9.00	20.00	77.00	4
Gerald Cates	16.00	18.00	4.00	10.00	9.00	15.00	72.00	
Sheri Pristupa	23.00	22.00	3.00	9.00	9.00	20.00	86.00	
Average	18.60	21.80	3.00	9.40	8.60	20.20	**81.60**	

GC Services Limited Partnership								
Jennifer Spinelli	20.00	25.00	2.00	10.00	8.00	25.00	90.00	
Angel Brown	19.00	21.00	2.00	8.00	8.00	19.00	77.00	
Jennifer Douglas	16.00	20.00	1.00	10.00	9.00	19.00	75.00	3
Gerald Cates	16.00	25.00	3.00	9.00	10.00	22.00	85.00	
Sheri Pristupa	24.00	24.00	3.00	9.00	7.00	24.00	91.00	
Average	19.00	23.00	2.20	9.20	8.40	21.80	**83.60**	
MSB Government Services								
Jennifer Spinelli	15.00	18.00	3.50	5.00	7.00	21.00	69.50	
Angel Brown	19.00	19.00	2.00	5.00	4.00	17.00	66.00	
Jennifer Douglas	17.00	19.00	4.00	10.00	9.00	18.00	77.00	8
Gerald Cates	20.00	9.00	5.00	9.00	4.00	22.00	69.00	
Sheri Pristupa	21.00	20.00	3.00	8.00	8.00	20.00	80.00	
Average	18.40	17.00	3.50	7.40	6.40	19.60	**72.30**	
Perdue, Brandon, Fielder, Collins, & Mott								
Jennifer Spinelli	18.00	22.00	3.00	6.00	8.00	23.00	80.00	
Angel Brown	17.00	21.00	3.00	8.00	9.00	22.00	80.00	
Jennifer Douglas	19.00	21.00	3.00	10.00	10.00	22.00	85.00	6
Gerald Cates	15.00	19.00	3.00	10.00	9.00	14.00	70.00	
Sheri Pristupa	15.00	15.00	3.00	5.00	7.00	18.00	63.00	
Average	16.80	19.60	3.00	7.80	8.60	19.80	**75.60**	
Transworld System, Inc								
Jennifer Spinelli	23.00	22.00	5.00	2.00	9.00	23.00	84.00	
Angel Brown	21.00	22.00	3.00	4.00	8.00	22.00	80.00	
Jennifer Douglas	16.00	20.00	3.00	10.00	9.00	19.00	77.00	7
Gerald Cates	18.00	9.00	4.00	6.00	10.00	12.00	59.00	
Sheri Pristupa	18.00	15.00	4.00	8.00	7.00	20.00	72.00	
Average	19.20	17.60	3.80	6.00	8.60	19.20	**74.40**	

ATTACHMENT B

EVALUATION MATRIX

Section Requirements

Total Line for points — **100 Max. Pts.**

Qualifications and Background — **25 Max. Pts.**

Provide a brief description of the company and its structure.

Demonstrate knowledge of all applicable federal, state, and local laws and regulations regarding debt collection as well as demonstrate compliance with the Fair Debt Collections Practices Act.

Confirm contractor is registered and in good standing pursuant to Florida State Statute 559.

Confirmation of PCI Level 1 compliant.

Did the company successfully met SSAE 18 audit requirements in 2017? Provide copy of audit results.

Contractor shall have a minimum of (5) five years of debt collection experience.

Provide a brief report for at least (3) three courts for which collection services have been provided, the dates the services were provided, and the overall collection performance rate including:

- The total number of cases by case type.
- The dollar value of those cases by case type.
- The total number of cases brought into compliance.
- The length of time in collection.

List any Courts in the State of Florida for which you are currently providing services for and have done so for at least one year.

List any governmental entities for which the company currently provides collection efforts; include the number of accounts assigned.

List any governmental entities in the State of Florida for which the company currently provides collection efforts; include the number of accounts assigned.

Provide your timeline, and reinstatement process for both in and out-of-state violators. Include your current programming for license suspension clearances, commonly referred to as D-6, for defendants placed in diversion program.

Organizational Structure — **25 Max. Pts.**

Provide a detailed list of all contractors office locations, and states in which bonded and licensed.

Provide a detailed organizational structure of the company.

Describe any acquisitions or mergers within the <u>last</u> 5 years, if applicable.

Describe any acquisitions or mergers within the <u>next</u> 5 years, if applicable.

Describe the languages supported in your call center(s).

Describe company policy or method regarding referrals or debtors to credit bureaus.

Describe your conflict resolution process with debtors.

Provide a copy of the background screening policy for employees.

Describe your training policies, to include specialized training, frequency, and certifications.

Describe any data or security breaches/incidents (that may not have reached the level of a breach) related to data or unauthorized physical access to the data in the last five years, and how was this handled.

Describe your company's policy regarding the acknowledgement, notification and mitigation of security or data breaches.

Describe how debtors are informed of security/data breaches and how their privacy concerns are addressed.

Describe the strength and rate your company's data security practices.

Does your company have the ability to provide, at the contractor's expense, on-site collection personnel at the Duval County Courthouse located at 501 West Adams Street, Jacksonville, Florida for daily collection services? Personnel must be devoted to the Clerk's office. Expenses include all necessary software, hardware, and any equipment necessary to process customer relations on site, including payment processing.

Pricing Schedule — 5 Max. Pts.

Contractor retains collection fee as payment up to 40%, or as allowed by statute. Please provide pricing breakdown; including additional costs or fees.

Legal and Financial — 10 Max. Pts.

Attach a copy of all licenses, allowing the company to collect debts in the United States, including Florida.

Attach a copy of the required insurance / bonds as described in Section 3 of the RFP.

Attach a list of a minimum of (3) three financial references who can substantiate the company's ability to support the services required for the period of contract with the Clerk.

Attach a copy of the company's latest financial statements as attested to by your Certified Public Accountants.

Technology — 10 Max. Pts.

Attach a description of the technology utilized by the company including the computer capabilities and services provided by the company or by a third-party software contractor.

Describe the software used to monitor accounts, and its capabilities.

Describe the import and export procedures.

Provide an Executive Summary of the company's disaster recovery plan.

Discuss the company's knowledge of and experience with the Clerk's case management system, currently ShowCase by Equivant and its ability to interact with the system.

Attach examples of reports:

- Account Payment Report
- Acknowledgement Report
- Daily Payment Transmittal Report
- Daily Adjustment
- Summary of Account Activity Report
- Agency Activity Report
- Collection Analysis Report
- Account Status Report

Provide an example of your daily invoice that matches the ACH, as described in section 1.4.

Attach a description of contractor's Customer Service "Help-Desk" System, if applicable. Describe the software used to monitor issues, and provide samples of views, and reports available . Provide sample views of the website or system used.

Collection Process — 25 Max. Pts.

Attach a description demonstrating your processes for debt collection services.

Describe your customer service, including all criteria required for employees.

Discuss the payment processing procedures and systems, including forms of payment accepted.

Provide sample letters to customers.

Provide a list of the credit bureaus currently used. Include the process for entering and removing fines, fees, or court related debt to each bureau.

Provide sample views of the website, if applicable, for customer's access to view outstanding balances, make payments, or review payment history. Does the website require customer to create a username and password, or will it allow customer access as a "guest"?

Provide sample copies of verbal scripts to customers and outbound calling policies and procedures. Do you record phone calls? If so, please provide details on what calls are recorded, if the Clerk will have access to the recordings and how long the recordings are kept.

Describe how you support hearing impaired individuals.

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.)

Describe innovative collection techniques that separate your company from competitors.

SUBJECT: Debt Collection Services for the Duval County Clerk of the Circuit and County Courts

BID #: ESC-0496-18

OPEN DATE: 8/8/18

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: Service Contract – Three (3) years from date of contract execution with three (3) one (1) year renewal options

AGENCY: Clerk of the Courts

BASIS OF AWARD: Highest Scoring Bidder Based on Evaluation Criteria

NUMBER OF BIDS INVITED: 5 **NUMBER RECEIVED:** 10 **OTHER:** 2

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to reject Automated Collections Services, Inc. and Court Collections Bureau, Inc. for failure to meet the minimum requirements. Recommend approval to move forward with demonstrations and interviews with the five (5) highest scoring bidders listed below in accordance with Section 2.5 of the RFP.

Linebarger Goggan Blair & Sampson	**87.80**	**1**
Penn Credit	**86.60**	**2**
GC Services Limited Partnership	**83.60**	**3**
Harris & Harris	**81.60**	**4**
Alliance One	**80.80**	**5**
MSB Government Services	72.30	8
Perdue, Brandon, Fielder, Collins, & Mott	75.60	6
Transworld System, Inc.	74.40	7

Attachments: Recommendation Memo, Tabulation and Scoring Sheets, Rejection Letters and Evaluation Criteria

ANALYST: Annette Burney **RESPECTFULLY SUBMITTED** GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Allison Luker, Chief Financial & Administrative Officer, Clerk of the Circuit & County Courts

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

MEMBERS APPROVING 5 MEMBERS DISAPPROVING Ø DATE: 9/27/18

OTHER:

ACTION OF AWARDING AUTHORITY DATE 9/27/18

APPROVED DISAPPROVED

OTHER

SIGNATURE OF AUTHENTICATION

Sam E. Mousa
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No. 2015-05