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

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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

September 18, 2018

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

Thru: Allison Luker
Chief Financial and Administrative Officer

09/24/18 15:00:31
Procurement Division

From: Angel Brown
Manager to the Clerk

Subject: 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 based on the criteria outlined in the Evaluation Matrix provided in the RFP referenced above. Each member submitted scoresheets individually for calculation.

We recommend the top five (5) Respondents to conduct on-site demonstrations. On-site demonstrations will be evaluated based on the criteria in the Presentation Matrix. Scores are cumulative, resulting in overall maximum possible points of ~~150~~. 100

Based on combinative scoresheet attached, the Respondents *Evaluation Matrix* scores are as follows:

Respondent	Total Points (100 Max)
Linebarger, Goggan, Blair, & Sampson	**87.80**
Penn Credit	**86.60**
GC Services Limited Partnership	**83.60**
Harris & Harris	**81.60**
Alliance One	**80.80**
Perdue Brandon Fielder Collins & Mott	75.60
Transworld System, Inc.	74.40
MSB Government Services	72.30
Automated Collection Services, Inc.	-------
Court Collections Bureau	-------

We recommend Automated Collection Services, Inc., and Court Collections Bureau proposals be rejected as non-responsive. The mandatory minimum requirements were not satisfied as follows:

- Automated Collection Services, Inc.; Requirement 8 court project data less than 5 years.
- Court Collections Bureau, Requirement 6 and 8, less than one-year court experience and less than 5-year project data presented.

The following list of representatives from the clerk's office serve as the sub-committee:

Jennifer Spinelli	255-2098	Jennifer Douglas	255-2300	Gerald Cates 255-1852
Sheri Pristupa	255-1849	Angel Brown	255-2084	

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**	

TITLE: DEBT COLLECTION SERVICES FOR THE CLERK OF THE CIRCUIT AND COUNTY COURTS BID NO.: ESC-0496-18 OPEN DATE: August 8, 2018 @ 2 P.M. ANALYST: Annette Burney No. Invited: (5) No. Received (10) No Bids: (0) Recorded By: Renata Barnett Announcer: Pearl Mitchell		LINEBARGER GOGGAN BLAIR & SAMPSON	AUTOMATED COLLECTION SERVICES, INC.	PENN CREDIT	ALLIANCE ONE	HARRIS & HARRIS
NOTES:			Reject/Court Projects < 5 years	JSEB Use (Staffing)		
Collection Fee:		25%	35% / 40%	24% / 32%	35%	30% / 40%
Qualifications & Background	25					
Organizational Structure	25					
Pricing Schedule	5					
Legal & Financial	10					
Technology	10					
Collection Process	25					
TOTAL POINTS	100					
MINIMUM REQUIREMENTS		Y	N	Y	Y	Y
CONFLICT OF INTEREST		✓	✓	✓	✓	✓
INSURANCE AGENT ACKNOWLEDGEMENT		✓	✓	✓	✓	✓
BID BOND		✓	✓	✓	✓	✓
ADDENDUM (3)		✓	✓	✓	✓	✓

TITLE: DEBT COLLECTION SERVICES FOR THE CLERK OF THE CIRCUIT AND COUNTY COURTS BID NO.: ESC-0496-18 OPEN DATE: August 8, 2018 @ 2 P.M. ANALYST: Annette Burney No. Invited: (5) No. Received (10) No Bids: (0) Recorded By: Renata Barnett Announcer: Pearl Mitchell		COURT COLLECTIONS BUREAU	GC SERVICES LIMITED PARTNERSHIP	MSB GOVERNMENT SERVICES	PERDUE, BRANDON, FIELDER, COLLINS & MOTT	TRANSWORLD SYSTEM, INC.
NOTES:		Reject/Experience - 1 year, Court Projects < 5 years	JSEB Use (Staffing)			
Collection Fee:		35%	40%	30%	40%	22.5% / 25% / 28.5% / 33.5%
Qualifications & Background	25					
Organizational Structure	25					
Pricing Schedule	5					
Legal & Financial	10					
Technology	10					
Collection Process	25					
TOTAL POINTS	100					
MINIMUM REQUIREMENTS		N	Y	Y	Y	Y
CONFLICT OF INTEREST		✓	✓	✓	✓	✓
INSURANCE AGENT ACKNOWLEDGEMENT		✓	✓	✓	✓	✓
BID BOND		✓	✓	✓	✓	✓
ADDENDUM (3)		✓	✓	✓	✓	2

ONE CITY. ONE JACKSONVILLE.

City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
Ed Ball Building
214 N. Hogan Street, Suite 800
Jacksonville, Florida 32202

September 24, 2018

165 NW Amenity Ct.
Lake City, FL 32055

NOTIFICATION OF FORMAL BID REJECTION

BIDDER'S NAME: Court Collections Bureau, Inc.

CONTACT NAME: Rick Bicknell

BID NUMBER: ESC-0496-18

NAME OF BID: Debt Collection Services

DATE OPENED: 8/8/2018

REASON FOR REJECTION:
Agency recommends rejecting vendor for failure to meet the minimum requirements, specifically, failing to show average debt percentage collected in the last 5 years on a per client basis.

IF YOU WISH TO PROTEST THE RECOMMENDED REJECTION OF THIS BID, PLEASE RESPOND IN ACCORDANCE WITH THE CITY OF JACKSONVILLE BID PROTEST PROCEDURES. DIRECT ALL PROTEST TO THE RESPECTIVE ANALYST/BUYER, FACSIMILE NUMBER (904) 255-8837.

BUYER'S SIGNATURE: _____
Annette L. Burney

Leslie-Burney, Annette

From: Leslie-Burney, Annette
Sent: Monday, September 24, 2018 10:18 AM
To: Rick Bicknell (rick@courtcollectionsbureau.com)
Cc: Nunziato, Christine
Subject: NOTICE OF REJECTION: ESC-0496-18 DEBT COLLECTION SERVICES
Attachments: COURT COLLECTIONS.pdf

Rick, please find the attached rejection notice for the above RFP.

Annette L. Burney
Purchasing Analyst
Procurement Division
Finance and Administration Department
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Ph.: 904-255-8810
Fax: 904-360-8527
Email: aburney@coj.net

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-----Original Message-----
From: P0697@coj.net [mailto:P0697@coj.net]
Sent: Monday, September 24, 2018 9:57 AM
To: Leslie-Burney, Annette
Subject: COURT COLLECTIONS

Please open the attached document. It was scanned and sent to you using a Xerox Multifunction Printer.

Attachment File Type: pdf, Multi-Page

Multifunction Printer Location: Ed Ball 8th Floor
Device Name: P0697

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ONE CITY. ONE JACKSONVILLE.

City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
Ed Ball Building
214 N. Hogan Street, Suite 800
Jacksonville, Florida 32202

September 24, 2018

2802 Opryland Dr.
Nashville, TN 37214

NOTIFICATION OF FORMAL BID REJECTION

BIDDER'S NAME: Automated Collection Services, Inc.

CONTACT NAME: Rob Duffy

BID NUMBER: ESC-0496-18

NAME OF BID: Debt Collection Services

DATE OPENED: 8/8/2018

REASON FOR REJECTION:
Agency recommends rejecting vendor for failure to meet the minimum requirements, specifically, failing to show average debt percentage collected in the last 5 years on a per client basis.

IF YOU WISH TO PROTEST THE RECOMMENDED REJECTION OF THIS BID, PLEASE RESPOND IN ACCORDANCE WITH THE CITY OF JACKSONVILLE BID PROTEST PROCEDURES. DIRECT ALL PROTEST TO THE RESPECTIVE ANALYST/BUYER, FACSIMILE NUMBER (904) 255-8837.

BUYER'S SIGNATURE: _____
Annette L. Burney

Leslie-Burney, Annette

From: Leslie-Burney, Annette
Sent: Monday, September 24, 2018 10:14 AM
To: 'rduffy@acsi.net'
Cc: Nunziato, Christine
Subject: NOTICE OF REJECTION: ESC-0496-18 DEBT COLLECTION SERVICES
Attachments: AUTOMATED.pdf

Rob, please find the attached rejection notice for the above RFP.

-----Original Message-----
From: P0697@coj.net [mailto:P0697@coj.net]
Sent: Monday, September 24, 2018 9:52 AM
To: Leslie-Burney, Annette
Subject: AUTOMATED

Please open the attached document. It was scanned and sent to you using a Xerox Multifunction Printer.

Attachment File Type: pdf, Multi-Page

Multifunction Printer Location: Ed Ball 8th Floor
Device Name: P0697

For more information on Xerox products and solutions, please visit http://www.xerox.com

1.2 **Scope of Services.**

The awarded Contractor(s) will provide debt collection services to collect delinquent fines and fees, for various types of cases, which are unpaid for more than ninety (90) days, or as allowed by law. Collection items may include, but are not limited to:

- Traffic Citations (Non-Criminal)
- Traffic Citations (Criminal)
- Misdemeanor Cases
- Felony Cases
- Any future case type deemed for collection

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

1.3 **Term of Agreement.**

The initial term of agreement will commence upon sign off for project go-live as determined in the project plan and will continue for a three (3) year period. Buyer will have the option to renew such agreement for up to three (3) one (1) year renewal options upon satisfactory performance by Contractor. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 **Minimum Requirements for Contractors.**

Respondent must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submitting a Response, Respondent 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) The Respondent shall provide current proof of all business licenses required by local, state, and federal law as applicable.

2) Respondent must show proof of compliance and payment of all applicable local, state and federal taxes and licenses. Must provide evidence of compliance within all jurisdictions where services are performed.

3) Respondent must 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.

4) Respondent must be registered and in good standing pursuant to Chapter 559 of the Florida Statutes.

5) Respondent must provide documentation that they are PCI Level 1 compliant.

6) Respondent must have a minimum of five (5) years' experience in debt collection services, and have circuit and county court collections experience.

7) Respondent must provide a detailed list of all office locations, hours of operation; including all observed holidays. Please list all states licensed and bonded.

8) Respondent must provide a list of at least three (3) courts for which collections services have been provided. This list must include a summary, graph, or table by case type (i.e., Traffic, Misdemeanor, etc.) showing its effectiveness of collection services to include an average debt percentage collected in the last five (5) years on a per client basis.

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.

ATTACHMENT B

EVALUATION MATRIX

(SEE ATTACHED)

The evaluations will be based upon the following criteria, and Respondents 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.** Respondents are encouraged to arrange their responses in a format that will offer ready review and evaluation of each criterion.

The criteria outlined in the attached matrix include:

1. Qualifications and Background **(25 Max. Points)**

2. Organizational Structure **(25 Max. Points))**

3. Price Structure **(5 Max. Points)**

4. Legal and Financial **(10 Max. Points)**

5. Technology **(10 Max. Points)**

6. Collection Process **(25 Max. Points)**

The response should not exceed 5 pages in length using not less than a 10 point font size. Supporting documents and attachments will not be included in determining the 5-page limit.

The Clerk will request the top five (5) Respondents to conduct on-site demonstrations. Such demonstrations will be evaluated based on the criteria listed below with a **maximum of 50 points.**

Evaluation Matrix - Collections RFP - Duval County Clerk of the Courts

Evaluation Scale 1 -10. Each section has a maximum of 10 points; for a total of 50 possible points.

Items to Grade:	Max Points	Awarded Points
Presenter	10	
Presenting Best Practices / Collection Methods	10	
Timeliness & Flexibility	10	
Document Management	10	
Reports	10	
Overall Total	**50**	

The on-site demonstrations are intended to display the Respondent's abilities to meet the Clerk's required functionalities. The top five (5) Respondents will be notified with a date and time to present to the Evaluation Committee. Each Respondent will be given one-hour for the demonstration.

(Remainder of page intentionally left blank)

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 last 5 years, if applicable.

Describe any acquisitions or mergers within the next 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.