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:**
On July 5, 2023, the City of Jacksonville, Procurement Division received three (3) responses to the subject RFP. Recommend approval to waive as a minor irregularity the missing addendum #3 from the proposal submitted by RTR Financial Services, Inc. We received the missing addendum #3 in the mail, the day after bid opening. The Evaluation Committee has completed their review and recommends approval to move forward with the presentations listed below. The ranking of first, second and third designates the order of qualification of these firms.

1. RTR Financial Services, Inc.
2. TSI Transworld Systems, Inc.
3. Sierra Outsourcing Solutions

**ATTACHMENTS:** Recommendation Memo, Evaluation Scoring Matrix and Score Sheets, Minimum Requirements, Tabulation, Addendum #3 from RTR

**ANALYST:** _____ **RESPECTFULLY SUBMITTED:** _____
Corey Sidlo DUSTIN FREEMAN, CHIEF
PROCUREMENT DIVISION

**CONCURRENCE BY:** MARCIA SAULO, CITY COMPTROLLER

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

MEMBERS APPROVING ____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

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**ACTION OF AWARDING AUTHORITY** DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

# 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

ONE CITY. ONE JACKSONVILLE.

MEMORANDUM

To: Dustin Freeman, Chief
Procurement Division

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

From: Marcia Saulo, CPA
City Comptroller

Subject: City of Jacksonville Fees and Fee Debt Collection Services BID #: ESC-0346-23

Date: 07/24/2023

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On July 24th, 2023, the City of Jacksonville Finance and Administration division's Evaluation Committee conducted review and scored three (3) responses to the "Fees and Fee Debt Collection Services" RFP bid number ESC-0346-23.

The Evaluation Committee recommends approval to move forward with the presentations listed below. The ranking of first, second and third designates the order of qualification of these applicants.

1. RTR Financial Services, Inc.
2. TSI Transworld Systems, Inc.
3. Sierra Outsourcing Solutions.

The funding source for the collection services is to be:

00111.176006.325200.000000.00000000.00000.0000000 – Special Assessments Service Charges

This agreement will be, executed by formal contract through the Office of General Counsel and is a non-Purchase Order expense, since the applicant will earn their fees from the amounts collected on delinquent accounts receivables.

# FEES & FEE COLLECTION SERVICES

## ESC-0346-23

## (RESPONSE EVALUATION CRITERIA)

| Total Points | 35 Points | 5 Points | 5 Points | 10 Points | 40 Points | 5 Points | OVERALL |
|---|---|---|---|---|---|---|---|
| **Proposers** | **Competence** | **Financial Responsibility** | **Past & Present Record of Professional Accomplishments w/ City Agencies & Others** | **Current Workload** | **Cost** | **Veteran &/or Jacksonville Small Emerging Business Owner** | **100 Total Points (100 max)** |
| **TSI** | | | | | | | |
| **Peter V Kajokas** | 30.00 | 5.00 | 5.00 | 8.00 | 35.00 | 4.00 | 87.00 |
| **Henry Noles** | 25.00 | 5.00 | 5.00 | 5.00 | 30.00 | 5.00 | 75.00 |
| **Obaku Nyomah** | 20.00 | 4.00 | 4.00 | 10.00 | 25.00 | 2.00 | 65.00 |
| **Average** | 25.00 | 4.67 | 4.67 | 7.67 | 30.00 | 3.67 | **75.67** |
| **RTR** | | | | | | | |
| **Peter V Kajokas** | 35.00 | 5.00 | 5.00 | 10.00 | 40.00 | 5.00 | 100.00 |
| **Henry Noles** | 30.00 | 5.00 | 5.00 | 8.00 | 40.00 | 5.00 | 93.00 |
| **Obaku Nyomah** | 35.00 | 5.00 | 5.00 | 9.00 | 35.00 | 5.00 | 94.00 |
| **Average** | 33.33 | 5.00 | 5.00 | 9.00 | 38.33 | 5.00 | **95.67** |
| **Sierra** | | | | | | | |
| **Peter V Kajokas** | 25.00 | 5.00 | 4.00 | 5.00 | 20.00 | 2.00 | 61.00 |
| **Henry Noles** | 20.00 | 5.00 | 2.00 | 7.00 | 20.00 | 5.00 | 59.00 |
| **Obaku Nyomah** | 20.00 | 3.00 | 3.00 | 8.00 | 35.00 | 3.00 | 72.00 |
| **Average** | 21.67 | 4.33 | 3.00 | 6.67 | 25.00 | 3.33 | **64.00** |

| TITLE: FEES & FEE COLLECTION SERVICES<br>BID NO.: ESC-0346-23<br>OPEN DATE: July 5, 2023 @ 2 P.M.<br>ANALYST: Corey Sidlo<br>No. Invited: (32) No. Received (3) No Bids: (1)<br>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 | | | |
| 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 |

**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.

**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.

.....

***(Remainder of page intentionally left blank)***

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 |

*(Remainder of page intentionally left blank)*

Via Email and Federal Express Overnight Delivery

07/06/23 11:36:40
PROCUREMENT BIDROOM

July 5, 2023

Mr. Corey Sidlo
Purchasing Analyst
Procurement Division
City of Jacksonville
Ed Ball Building
214 N. Hogan Street, 8th Fl.
Jacksonville, Florida 32202

Mr. Dustin L. Freeman, Chief of Procurement Division
Members, Competitive Sealed Proposal Evaluation Committee (CSPEC)
Members, Evaluation Sub-Committee
City of Jacksonville

Re: Bid Number: ESC-0346-23, Fees and Fee Debt Collection Services, Addendum #3

Dear Mr. Sidlo, Mr. Freeman, and Committee Members:

Please find attached a signed copy of addendum number three (3), which was issued on July 3, 2023, to be included in RTR Financial Services, Inc.'s proposal to the City of Jacksonville (the City) for bid number ESC-0346-23-Fees and Fee Debt Collection Services.

In anticipation of our office being closed on Monday, July 3, and the federal holiday on July 4, we shipped our proposal on Friday, June 30 (Federal Express tracking number: 80494021589); the proposal was delivered to the City on Monday, July 3.

We apologize for not being able to include this addendum as part of our original submission, hope the City recognizes our good faith effort to submit in a timely fashion, and appreciates that by issuing an addendum the day before a federal holiday, timely submission was made all but impossible for any firm requiring the use of a long-distance shipping service.

We believe we have provided the City with a thoroughly prepared, compelling, and cost-effective proposal and hope the City will accept this signed copy of addendum number three (3) as making complete our proposal submission.

Thank you for your time and consideration.

Please let me know if I can be of any further assistance in regards to this matter.

Sincerely,

William A. Hecht
General Counsel

2 Teleport Dr., Staten Island, NY 10311
718.303.7600 www.RTRFS.com

RTR FINANCIAL SERVICES INC.

**CITY OF JACKSONVILLE**
**DIVISION OF PROCUREMENT**
**ED BALL BUILDING – 8TH, FLOOR**
**214 N. HOGAN STREET**
**JACKSONVILLE, FL 32202**

**ADDENDUM NUMBER:** **THREE (3)**

**BID NUMBER:** **ESC-0346-23**

**PROJECT NAME:** **FEES & FEE DEBT COLLECTION SERVICES**

**OPENING TIME AND DATE:** **2:00 P.M., Wednesday, July 5, 2023**

---

THIS ADDENDUM IS ISSUED FOR THE INFORMATION OF BIDDERS ON THE ABOVE TITLED PROJECT AND WILL BE PART OF THE CONTRACT

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The purpose of this addendum is to remove the requirement to provide three signed memorandums, as listed on line 3 of Section 1.4.

**DATE: July 3, 2023** **Analyst: Corey Sidlo** CS

**RECEIPT ACKNOWLEDGED BY RETURN OF SIGNED COPY WITH BID.**

Bidder's Signature
William A. Hecht
General Counsel
Title

RTR Financial Services, Inc.
Company

7/5/23
Date

07/06/23 11:36:32
PROCUREMENT BIDROOM

**CITY OF JACKSONVILLE**
**DIVISION OF PROCUREMENT**
**ED BALL BUILDING – 8TH, FLOOR**
**214 N. HOGAN STREET**
**JACKSONVILLE, FL 32202**

**ADDENDUM NUMBER:** **THREE (3)**

**BID NUMBER:** **ESC-0346-23**

**PROJECT NAME: FEES & FEE DEBT COLLECTION SERVICES**

**OPENING TIME AND DATE: 2:00 P.M., Wednesday, July 5, 2023**

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THIS ADDENDUM IS ISSUED FOR THE INFORMATION OF BIDDERS ON THE ABOVE TITLED PROJECT AND WILL BE PART OF THE CONTRACT

---

The purpose of this addendum is to remove the requirement to provide three signed memorandums, as listed on line 3 of Section 1.4.

**DATE: July 3, 2023** **Analyst: Corey Sidlo** CS

**RECEIPT ACKNOWLEDGED BY RETURN OF SIGNED COPY WITH BID.**

_____
Bidder's Signature

_____
Title

_____
Company

_____
Date