

2024 Third Party Collection Services RFP R-24-002-LE

Lindsay Esquivel

Contract Administrator

Eyenemi Dickson

Senior Director Customer Services



Pre-Proposal Meeting

March 18, 2024

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Oral Statements

Oral statements or discussions during this Non-Mandatory Pre-Proposal Meeting will not be binding, nor will they change or affect the RFP or the terms or conditions of the contract. Changes, if any will be addressed in writing only via an Addendum.

Agenda

- Objective
- SMWB Requirements
- Selection Process
- Contract Term and Extension
- Evaluation Criteria
- Key Dates
- Submission Reminders
- Submittal Deadline
- Project Scope
- Communication Reminders
- Questions

Objective

SAWS is seeking proposals from qualified Outside Collection Agencies (OCA) to collect on delinquent accounts that have been inactive for a period of 3 months or more to support SAWS's effort to provide services at lower rates and decrease the amount of revenue loss. SAWS seeks to maximize the collection of outstanding accounts without negative exposure to SAWS and with careful consideration of consumers' rights.

SMWB Goal

There is not an SMWB Goal.

If the respondent has subcontractors or suppliers, they are required to be listed in the *Good Faith Effort Plan (GFEP)*.

Respondents and/or their agents may contact Marisol Robles at marisol.robles@saws.org for questions specifically related to completion of the GFEP.

Selection Process

- Proposals reviewed for responsiveness
- Selection Committee scores based on evaluation criteria published in the RFP.
- Interviews held, if necessary
- Notify Selected Outside Collection Agencies(s)
 - SAWS may select more than 1 OCA to be awarded a contract.
- Negotiations with selected OCAs
- Board Award- June 4, 2024

Contract Term and Extension

- Initial Five (5) year term
 - With option for one (1) 1-year extension

Evaluation Criteria

Criteria	Max Points
Explanation of Collection Practices	30
Past and Current Performance with Other Companies	20
System Compatibility and Capabilities	15
Quality Assurance and Quality Control	10
Compensation Proposal Form	25
TOTAL	100

Evaluation Criteria – Explanation of Collection Practices (30 pts)

- Provide detailed work plan explaining how Respondent would complete this project as described in the Scope of Services.

Respondent's work plan shall include:

- How Respondent addresses each initial placement upon assignment
 - How accounts provided are processed monthly
 - Proposed method of communication with account holders (including the number of attempts and schemes utilized)
 - Does Respondent have a local office? If so, are payments accepted at this location?
 - How payments are received (i.e. over the phone, online, local payment centers, etc.) from account holders;
 - Identification of Respondent's typical rate of return
- Successful work plans should emphasize and describe the maximization of efficiencies in procedures for SAWWS to meet its goal on time.
- * Use Evaluation Criteria/Fillable Forms (Attachment I)

Evaluation Criteria – Past and Current Performance with Other Companies (20 pts)

- Provide a list of at least five (5) active contracts and five (5) previous contracts that have been completed in the last five (5) years performed by the Respondent. Current and completed contract listed should be similar to the services outlined in this solicitation. This list should include:
 - Name of client
 - Location (address, city and state)
 - Duration of assignment
 - Performance information including average amount of assignments and average rate of return for all active accounts.
 - Client's point of contact name and title (for reference checks); previously verified

* Use Evaluation Criteria/Fillable Forms (Attachment I)

Evaluation Criteria – System Compatibility and Capabilities (15 pts)

- Respondent must have ability to interact with SAWWS electronically to send and receive account information
- Must indicate type of software application Respondent will utilize
 - Does the Respondent use Lexis-Nexis for verification of accounts? If not, describe similar software used or process for verification of accounts.
 - Indicate Respondent's experience and use of Lexis-Nexis and any additional software, applications, and system capabilities Respondent will utilize for the delivery of scope of services.
 - Provide a sample of Respondent's accounts report.

Key Dates

Action	Date/Time
Written Questions Due	March 22, 2024 by 4:00 p.m. (CDT)*
Q & A Posted to Website	March 29, 2024 by 5:00 p.m.(CDT)*
Proposals Due	April 5, 2024 at 2:00 p.m. (CDT)*
Proposals Evaluated	April/May 2024*
Interviews, if necessary	April/May 2024*
Negotiations	May 2024*
Board Award	June 4, 2024*
Start Work	July 2024*

**The dates listed above are subject to change without notice*

Submission Reminders

Submission Response Checklist

- Utilize the Response Checklist by checking each box
- 3 Separate Files
 - File 1 shall contain ONLY the Compensation Proposal Form (Attachment II)
 - File 2 shall contain ONLY the completed VTAQ Form Assessment (Exhibit D in Excel format)
 - File 3 shall contain all other required information requested
- Ensure ALL Evaluation Criteria Forms are completed (Attachment I)

SUBMITTAL RESPONSE CHECKLIST

Project Name: 2024 Third Party Collection Services, RFP

Firm Name: _____

Use the checklist to ensure that the submittal is complete by checking off each item included with your response. Sign and date this form and include this page with each submittal.

File 1

Compensation Proposal Form (Attachment II, Evaluation Criteria Form)

File 2

Exhibit D - VTAQ Form Assessment

File 3

Respondent Questionnaire

Completed and signed W-9 Form, include email address and/or fax number

Explanation of Collection Practices (Attachment I, Evaluation Criteria Forms)

Past and Current Performance with Other Companies (Attachment I, Evaluation Criteria Forms)

System Compatibility and Capabilities (Attachment I, Evaluation Criteria Forms)

Quality Assurance and Quality Control (Attachment I, Evaluation Criteria Forms)

Copy of Current Certificate of Liability Insurance or Letter from Insurance Agent

Exhibit B - Good Faith Effort Plan

Exhibit C - Conflict of Interest Questionnaire

I certify that the proposal submitted includes the items as indicated above.

Signature

Date

Printed Name

Title

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Submission Reminders

- Electronic submissions ONLY, file size limited to 10 MB
- Perform QA/QC on proposal before submitting
- Respondents shall allow sufficient time to upload the submittal ahead of the deadline to allow for any technical difficulties.
- Submittals should only be sent to the following email address contracting@saws.org (not to the direct email of the SAWWS POC)
- On the Subject line of the Submission email the name on the file, “R-24-002-LE – Third Party Collection Services RFP Response”
- Late responses will not be accepted and will not be opened.

Project Scope

- OCA to collect delinquent residential and commercial accounts, and in its sole discretion may assign these accounts to the OCA for collection and credit reporting.
- Accounts assigned to the OCA will be primary placements. Nothing contained within this RFP or the Contract Agreement shall be construed as requiring SAWWS to use the OCA exclusively or to place any set number or type of accounts with the OCA.
- Respondents by submitting a proposal to this RFP agree that they will use their best efforts and work diligently to collect all money due to SAWWS and to forward such money directly, and without reduction, to SAWWS, all in accordance with the terms and conditions of the agreement.

Project Scope

I. Assignment of Delinquent Accounts

- SAWS will provides account information as they are charged off, which is only during Cycle 21
****addendum I**
- Data will include customer details
- OCA must acknowledge receipt of accounts within 3 business days

2. Settlement of Delinquent Accounts

- ALL initial File accounts are allowed to be reduced by 50%, payment must be Lump Sum
- 0-12 Months, No allowed Settlement
- 12-24 Months, Allowed to be reduced by 80%, payment must be Lump Sum
- 24+Months, Allowed to be reduced by 50%, payment must be Lump Sum

Project Scope

3. Payment Arrangement of Delinquent Accounts

- OCA may arrange for monthly installments of payment with the delinquent account holder for a period not to exceed 6 months in duration.
 - Payment arrangements shall be for the collection of not less than 100% of the amount charged off by SAWWS.

4. Payment of Revenue Collected

- Revenue collected by the agency will be remitted directly to SAWWS in the form of a check issued by the 15th day of each month for amounts collected in the prior month, accompanied by remittance advice.
- Such revenue collected by the agency shall be the gross amount and may not include any interest charges or sales taxes.

Project Scope

5. Deliverables: OR Performance Standards

OCA shall:

- Commence beta testing of file data upon receipt of test file from SAWWS within the first 30 days of contract execution.
- Commence collection efforts upon receipt of any Delinquent Accounts and continue such efforts for the entire period such Delinquent Accounts are held by the OCA.
- Supervise and direct all collection work, devoting enough attention and applying the necessary skill and expertise to perform the work competently and efficiently.
 - OCA is solely responsible for the means, methods, techniques, sequences, and procedures of the collections.

Project Scope

5. Deliverables: OR Performance Standards Continued ...

OCA shall:

- Provide a report listing by the 10th day of each month.
 - Listing should include current status of all accounts assigned in order of original assignment date, with the most recent assignments listed first.
- Provide monthly reporting available via an online web-based system that may also be accessed by SAWS personnel at any time.
- Provide real-time status information either through an online system or via a phone call to the agency through a 1-800 number.

Communication Reminders

- There should not be any communication regarding this solicitation with the following:
 - SAWS Communications Manager
 - Any other SAWS staff, managers, directors, or VPs
 - City Council member or staff
 - SAWS Board of Trustees
- This includes phone calls, emails, letters, or any direct or indirect discussion of the RFP.
- This is in place from release of the RFP to Board Award.

Questions

Must be submitted in writing by March 22, 2024 by 4:00 P.M. via e-mail to:

Lindsay Esquivel

Contract Administration Department

San Antonio Water System

Lindsay.Esquivel@saws.org



QUESTIONS?

2024 Third Party Collection Services RFP

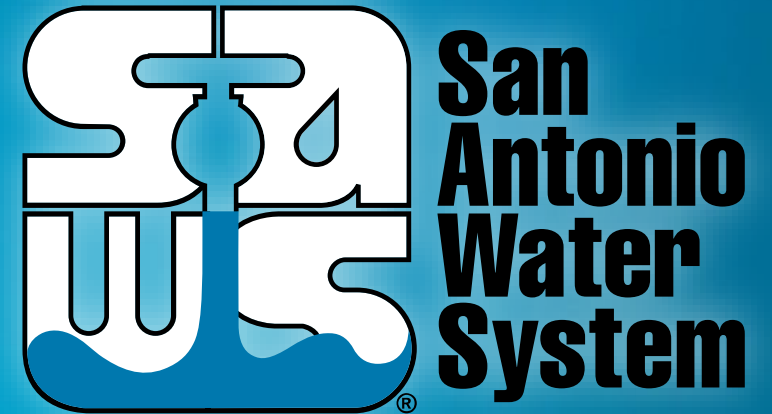
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