



SEDGWICK COUNTY, KANSAS

FINANCE DEPARTMENT

DIVISION OF PURCHASING

525 N. Main, Suite 823 ~ Wichita, KS 67203

Phone: 316 660-7255 Fax: 316-383-7055

<http://www.sedgwickcounty.org/finance/purchasing.asp>

**REQUEST FOR PROPOSAL
#17-0081
CHECK COLLECTION SERVICES**

August 18, 2017

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide Check Collection Services. If your firm is interested in submitting a response, please do so in accordance with the instructions contained within the attached Request for Proposal. Responses are due no later than 1:45pm CDT, September 12, 2017.

All contact concerning this solicitation shall be made through the Division of Purchasing. Proposers shall not contact county employees, department heads, using agencies, evaluation committee members or elected officials with questions or any other concerns about the solicitation. Questions, clarifications and concerns shall be submitted to the Division of Purchasing in writing. Failure to comply with these guidelines may disqualify the Proposer's response.

Sincerely,

A handwritten signature in black ink that reads "Kristen McGovern".

**Kristen McGovern
Buyer**

17-0081

Sedgwick County... Working for you

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I. About this Document

This document is a Request for Proposal. It differs from a Request for Bid or Quotation in that the county is seeking a solution, as described on the cover page and in the following Background Information section, not a bid or quotation meeting firm specifications for the lowest price. As such, the lowest price proposed will not guarantee an award recommendation. As defined in Charter Resolution No. 68, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of the product(s) and/or service(s), of which quality, testing, references, service, availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a vendor's approach meets the desired requirements and needs of the County. Criteria that will be used and considered in evaluation for award are set forth in this document. The county will thoroughly review all proposals received. The county will also utilize its best judgment when determining whether to schedule a pre-proposal conference, before proposals are accepted, or meetings with vendors, after receipt of all proposals. A Purchase Order/Contract will be awarded to a qualified vendor submitting the best proposal. **Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed service(s) and/or product(s) which best meets its required needs, quality levels and budget constraints.**

The nature of this work is for a public entity and will require the expenditure of public funds and/or use of public facilities, therefore the successful proposer will understand that portions (potentially all) of their proposal may become public record at any time after receipt of proposals. Proposal responses, purchase orders and final contracts are subject to public disclosure after award. All confidential or proprietary information should be clearly denoted in proposal responses and responders should understand this information will be considered prior to release, however no guarantee is made that information will be withheld from public view.

II. Background

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 514,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,500 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

Annually, Sedgwick County employees collect a variety of real estate, vehicle and special taxes as well as fees for services throughout many county departments. Sedgwick County currently accepts cash, check and credit card payments. This solicitation is seeking services from a qualified firm to provide check collection services for the recovery of returned checks. Sedgwick County has historically utilized check collection services for the Treasurer, Tag, Health, EMS and COMCARE (Community Mental Health Center), although any tax or fee accepting department may utilize the contract.

2016 returned check rates are as follows (value/average value unknown):

Tag Office	226
Tax Office	215
Health Department	15
COMCARE	16
EMS	8

The County averages about two (2) returned checks each day with a total annual value about \$200,000, although either of these amounts could fluctuate greatly. Approximately 90% of the returned checks are private, with the remaining 10% commercial.

Sedgwick County intends to begin utilizing this contract upon award. In addition, the Treasurer's Office will immediately provide approximately 60-70 previously returned checks, dated not greater than one year from contract approval.

III. Project Objectives

Sedgwick County, Kansas (hereinafter referred to as “county”) is seeking a firm or firms to provide Check Collection Services. The following objectives have been identified for this contract:

- A. Acquire Check Collection Services meeting the parameters, conditions and mandatory requirements presented in the document.
- B. Establish contract pricing with the vendor that has the best proven “track-record” in performance, service and customer satisfaction.
- C. Acquire Check Collection Services with the most advantageous overall cost to the County.

IV. Submittals

Carefully review this Request for Proposal. It provides specific technical information necessary to aid participating firms in formulating a thorough response. Should you elect to participate, submit one (1) original **AND** one (1) electronic copy (.PDF/Word supplied on a flash drive) of the entire document with any supplementary materials to:

Kristen McGovern
Sedgwick County Division of Purchasing
525 N. Main, Suite 823
Wichita, KS 67203

SUBMITTALS are due NO LATER THAN 1:45 p.m. CDT, TUESDAY, SEPTEMBER 12, 2017. Responses must be sealed and marked on the lower left-hand corner with the firm name and address, proposal number, and proposal due date. Late or incomplete responses will not be accepted and will not receive consideration for final award.

Proposal responses will be acknowledged and read into record at bid opening which will occur at 2:00 p.m. CDT, on the due date. No information other than the respondent’s name will be disclosed at bid opening.

V. Scope of Work

This contract shall be utilized at the sole discretion of the County and/or the sole discretion of each department as determined appropriate by departmental policies or value of individual returned check. Furthermore, seeking legal action will be at the sole discretion of the County and/or the sole discretion of each department as determined appropriate by departmental policies or value of individual returned check. In addition, the County reserves the right to recall and discontinue collection services prior to collection on any account, at any time, and for any reason. Furthermore, the County will not make payment on such requests.

Sedgwick County intends to award this contract to one (1) firm; however we do encourage collaboration, if deemed appropriate.

- A. The County collection attempts shall be as follows -
 1. Receive and attempt to process check through County designated bank during a period of not greater than 14 days.
 2. Attempt to process each check twice (2) through County designated bank.
 3. Receive returned check and attempt to mail, through regular postal or certified, a notice to the consumer of the outstanding debt.
 4. Scan returned check for electronic notification to collection firm not greater than 60 days from receipt from County designated bank. Electronic notification shall include check, name of department, reason for payment, and any relevant last known contact information.
 5. Sedgwick County will attempt to receive payment for previously referred bad debt from any presenting consumer that is attempting to pay a current debt. Should the attempt be successful, Sedgwick County will notify vendor that no additional effort is necessary. Sedgwick County will not reimburse the firm for any cost associated with previously made attempts.
 6. Sedgwick County will not make any collection attempts in addition to those listed above.

- B. The vendor collection attempts shall be as follows -
1. Receive electronic request and within seven (7) days, attempt to contact through various means which may include but is not limited to; relatives, internet, open records, home visits, certified mailing, and any/all other industry standard location attempt types.
 2. Continue contact attempts a minimum of once (1) per business week for a period of twelve (12) weeks.
 3. If attempts fail, at the conclusion of twelve (12) weeks contact requesting County department through electronic notification outlining each contact attempt and result.
 4. Upon request of County department to cease attempts, do so.
 5. Upon request of County department to continue attempts, do so for a subsequent period of twelve (12) weeks, concluding with the same notification process.
 6. Upon request of County department to further legal action, do so.
 7. If requested by County department to move forward with legal action, all costs associated with this will be the sole responsibility of the vendor.
 8. If requested by County department to move forward with legal action, the vendor must provide legal services through the duration and up to conclusion of such legal action. Legal action may include, but not be limited to, filing of complaint, appearance as deemed necessary, and filing of wage or income withholding orders.
 9. Provide monthly ACH payment and subsequent notification to each requesting department of collections received and overage return check fees. Payment shall include the name of the department, name/date of each recovery and total sum paid. Partial consumer payments will result in partial payment of serve fee as determined by equal percentage of each.
 10. Provide monthly electronic invoicing to each requesting department. Invoicing shall include the name of the department, name/date of each recovery and total sum owed.
 11. Provide monthly electronic notification to each requesting department of all open requests. Include the name of the department, name/date of each recovery and total sum owed.

VI. Sedgwick County's Responsibilities

- A. Provide information, as legally allowed, in possession of the County, which relates to the County's requirements or which is relevant to this project.
- B. Designate a person to act as the County Contract Manager with respect to the work to be performed under this contract.
- C. Conduct final inspection and approve payment.

VII. Proposal Terms

A. Questions and Contact Information

Any questions regarding this document must be submitted in writing to Kristen McGovern at Kristen.McGovern@sedgwick.gov by 5:00 p.m. CDT Friday, August 25, 2017. Any questions of a substantive nature will be answered in written form as an addendum and posted on the purchasing website at www.sedgwickcounty.org/finance/purchasing.asp, under view current RFQs and RFPs; to the right of the RFP number by 5:00 p.m. CDT Wednesday, August 30, 2017. Firms are responsible for checking the website and acknowledging any addenda on their proposal response form.

B. Minimum Firm Qualifications

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the service(s) and/or product(s) specified in this Request for Proposal. Firms must meet or exceed these qualifications to be considered for award. Any exceptions to the requirements listed should be clearly detailed in proposer's response. Proposers shall:

1. Have a minimum of five (5) years' experience in providing services similar to those specified in this RFP.
2. Have an understanding of industry standards and best practices.
3. Have experience in managing projects of comparable size and complexity to that being proposed.
4. Have knowledge of and comply with all currently applicable, and as they become enacted during the contract term, federal, state and local laws, statutes, ordinances, rules and regulations. All laws of the State of Kansas, whether substantive or procedural, shall apply to the contract, and all statutory, charter, and ordinance provisions that are applicable to public contracts in the county shall be followed with respect to the contract.

5. Municipal and county government experience is desired, however, the county will make the final determination based on responses received and the evaluation process.
6. Have the capacity to acquire all bonds, escrows or insurances as outlined in the terms of this RFP.
7. Provide project supervision (as required) and quality control procedures.
8. Have appropriate material, equipment and labor to perform specified services.
9. Park only in designated areas and display parking permit (if provided).
10. Wear company uniform or ID badge for identification purposes.

C. [Evaluation Criteria](#)

The selection process will be based on the responses to this RFP. County staff will judge each response as determined by the scoring criteria below. Purchasing staff are not a part of the evaluation committee.

Component	Points
a. Meeting or exceeding all solicitation conditions and instructions as outlined herein to include clarity, completeness, and comprehensiveness of the response	20
b. Ability to meet or exceed all requirements and scope of work	20
c. Proven ability to provide high quality service	20
d. Qualifications and expertise	20
e. The most advantageous and prudent methodology and costs as determined by the county	20
Total Points	100

Any final negotiations for services, terms and conditions will be based, in part, on the firm’s method of providing the service and the fee schedule achieved through discussions and agreement with the county’s review committee. The county is under no obligation to accept the lowest priced proposal and reserves the right to further negotiate services and costs that are proposed. The county also reserves the sole right to recommend for award the proposal and plan that it deems to be in its best interest.

The county reserves the right to reject all proposals. All proposals, including supporting documentation shall become the property of Sedgwick County. All costs incurred in the preparation of this proposal shall be the responsibility of the firm making the proposals. Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed service which best meets its required needs, quality levels and budget constraints.

D. [Request for Proposal Timeline](#)

The following dates are provided for information purposes and are subject to change without notice. Contact the Division of Purchasing at (316) 660-7255 to confirm any and all dates.

Distribution of Request for Proposal to interested parties	August 18, 2017
Questions and clarifications submitted in writing by 5:00 p.m. CDT	August 25, 2017
Addendum Issued	August 30, 2017
Sealed Proposal due before 1:45pm CDT	September 12, 2017
Evaluation Period	September 12 – 28, 2017
Board of Bids and Contracts Recommendation	September 28, 2017
Board of County Commission Award	October 4, 2017

E. [Contract Period and Payment Terms](#)

A contractual period will begin following Board of County Commissioners (BoCC) approval of the successful firm(s) and continue for a period of two (2) years with two (2) one (1) year options to renew.

Either party may cancel its obligations herein upon thirty-day (30) prior written notice to the other party. It is understood that funding may cease or be reduced at any time, and in the event that adequate funds are not available to meet the obligations hereunder, either party reserves the right to terminate this agreement upon thirty (30) days prior written notice to the other. Payment will be remitted following receipt of monthly detailed invoice.

Payment and Invoice Provisions

http://www.sedgwickcounty.org/purchasing/payment_and_invoice_provisions.pdf

F. Insurance Requirements

Liability insurance coverage indicated below must be considered as primary and not as excess insurance. Contractor shall furnish a certificate evidencing such coverage, with County listed as an additional insured, except for professional liability, workers' compensation and employer's liability. **Certificate shall be provided prior to award of contract.** Certificate shall remain in force during the duration of the project/services and will not be canceled, reduced, modified, limited, or restricted until thirty (30) days after County receives written notice of such change. All insurance must be with an insurance company with a minimum BEST rating of A-VIII and licensed to do business in the State of Kansas **(must be acknowledged on the bid/proposal response form).**

NOTE: If any insurance is subject to a deductible or self-insured retention, written disclosure must be included in your proposal response and also be noted on the certificate of insurance.

It is the responsibility of Contractor to require that any and all approved subcontractors meet the minimum insurance requirements. Contractor shall obtain the above referenced certificate(s) of insurance, and in accordance with this Agreement, provide copies of such certificates to County.

Workers' Compensation:

Applicable coverage per State Statutes

Employer's Liability Insurance: \$100,000.00

Commercial General Liability Insurance:

Each Occurrence \$500,000.00

Aggregate \$500,000.00

Personal Injury:

Each Occurrence \$500,000.00

General Aggregate \$500,000.00

Automobile Liability:

Combined single limit \$500,000.00

Professional Liability

If required

Special Risks or Circumstances:

Entity reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

G. Indemnification

To the fullest extent of the law, the provider, its subcontractor, agents, servants, officers or employees shall indemnify and hold harmless Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the provider's performance of the agreement or any other agreements of the provider entered into by reason thereof. The provider shall indemnify and defend Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, with respect to any claim arising, or alleged to have arisen from negligence, and/or willful, wanton or reckless acts or omissions of the provider, its subcontractor, agents, servants, officers, or employees and any and all losses or liabilities resulting from any such claims, including, but not limited to, damage awards, costs and reasonable attorney's fees. This indemnification shall not be affected by any other portions of the agreement relating to insurance requirements. The provider agrees that it will procure and keep in force at all times at its own expense insurance in accordance with these specifications.

H. Confidential Matters and Data Ownership

The successful proposer agrees all data, records and information, which the proposer, its agents and employees, which is the subject of this proposal, obtain access, remains at all times exclusively the property of Sedgwick County. The successful proposer agrees all such data, records, plans and information constitutes at all times proprietary information of Sedgwick County. The successful proposer agrees that it will not disclose, provide, or make available any of such proprietary information in any form to any person or entity. In addition, the successful proposer agrees it will not use any names or addresses contained in such data, records, plans and information for the purpose of selling or offering for sale any property or service to any person or entity who resides at any address in such data. In addition, the successful proposer agrees it will not sell, give or otherwise make available to any person or entity any names or addresses contained in or derived from such data, records and information for the purpose of allowing such person to sell or offer for sale any property or service to any person or entity named in such data. Successful proposer agrees it will take all reasonable steps and the same protective precautions to protect Sedgwick County's proprietary information from disclosure to third parties as with successful proposer's own proprietary and confidential information. Proposer agrees that all data, regardless of form that is generated as a result of this Request for Proposal is the property of Sedgwick County.

I. Proposal Conditions

http://www.sedgwickcounty.org/purchasing/pdf_files/Proposal%20Terms%20%20Conditions.pdf

General Contract Provisions

http://www.sedgwickcounty.org/purchasing/pdf_files/General%20Contractual%20Provisions.pdf

Mandatory Contract Provisions

http://www.sedgwickcounty.org/purchasing/pdf_files/Mandatory%20Contractual%20Provisions.pdf

Sample Contract

http://www.sedgwickcounty.org/purchasing/pdf_files/Sample%20Contract.pdf

VIII. Required Response Content

All proposal submissions shall include the following:

- A. Firm profile: the name of the firm, address, telephone number(s), contact person, year the firm was established, and the names of the principals of the firm.
- B. Provide a list of office locations for local, regional and corporate entities. List a description of the services provided at each office.
- C. The names of the staff members who will be available for work on the contract, including a listing of their work experience.
- D. Provide a brief history of the firms experience with check recovery services as well as a sample client list.
- E. Provide a description of the firm including qualifications and total number of current employees.
- F. Provide four (4) references verifying exemplary service. These references must have received services similar to those proposed under this RFP. Provide the business name, address, contact name, phone number, email address, and a brief description of products and services provided. The County expects all reference information to be current and accurate. Please verify that all contact information is correct.
- G. Provide a list of all previously held accounts that have been cancelled or not renewed for the previous ten (10) years. Provide an explanation of the reason those terminations occurred.
- H. List any active or pending fines, penalties or sanctions issued by any governmental or accreditation agency during the previous three (3) years.
- I. Provide a ratio of requests vs. collection for your firm during the past two (2) year period. Provide total number and value.
- J. Provide a description of how staff is trained to follow current state and federal collection statutes including the Fair Debt Collection Practices Act.

- K. Provide a description of how staff is trained and supervised for quality control in customer service and collection activities.
- L. Provide a description of the firm's check recovery procedures, including method, time frame and credit agency reporting if applicable.
- M. Provide samples of all written correspondence and telephone scripts.
- N. Provide a description of the firm's litigation procedures, from filing to judgment.
- O. A disclosure of any personal or financial interest in any properties in the project area, or any real or potential conflicts of interest with members of the Sedgwick County Board of County Commissioners or County staff.
- P. A description of the type of assistance that will be sought from County staff, including assistance required from the County to lessen the costs of this project.
- Q. Proof of insurance meeting minimum insurance requirements as designated herein.
- R. Those responses that do not include all required forms/items may be deemed non-responsive.

IX. Pricing Form

Amount of Non-sufficient funds check returned to County	
Vendor Collection Fee (non-litigation)	
Vendor Collection Fee (litigation)	
Other	

KSA 60-2610 allows up to \$30 returned check fee per section (2) (g). Any gap between proposed collection fee and returned check fee shall be remitted to the county per Section FJI.

Cost must be all inclusive of all terms, conditions, and scope within this solicitation. Please indicate if price increases apply to the initial term. Unless, otherwise stated the costs submitted will remain firm for the initial term.

The initial term of this contract shall be two (2) years. There shall also be two (2) one-year options to renew at the sole request of the County.

X. Response Form

**REQUEST FOR PROPOSAL
#17-0081
CHECK COLLECTION SERVICES**

The undersigned, on behalf of the proposer, certifies that: (1) this offer is made without previous understanding, agreement or connection with any person, firm, or corporation submitting a proposal on the same project; (2) is in all respects fair and without collusion or fraud; (3) the person whose signature appears below is legally empowered to bind the firm in whose name the proposer is entered; (4) they have read the complete Request for Proposal and understands all provisions; (5) if accepted by the county, this proposal is guaranteed as written and amended and will be implemented as stated; and (6) mistakes in writing of the submitted proposal will be their responsibility.

NAME _____

DBA/SAME _____

CONTACT _____

ADDRESS _____ CITY/STATE _____ ZIP _____

PHONE _____ FAX _____ HOURS _____

STATE OF INCORPORATION or ORGANIZATION _____ COMPANY WEBSITE _____

ADDRESS _____ EMAIL _____

NUMBER OF LOCATIONS _____ NUMBER OF PERSONS EMPLOYED _____

TYPE OF ORGANIZATION: Public Corporation _____ Private Corporation _____ Sole Proprietorship _____

Partnership _____ Other (Describe): _____

BUSINESS MODEL: Small Business _____ Manufacturer _____ Distributor _____ Retail _____

Dealer _____ Other (Describe): _____

Not a Minority-Owned Business: _____ Minority-Owned Business: _____ (Specify Below)

__African American (05) __ Asian Pacific (10) __ Subcontinent Asian (15) __ Hispanic (20)

__Native American (25) __ Other (30) - Please specify _____

Not a Woman-Owned Business: _____ Woman-Owned Business: _____ (Specify Below)

__Not Minority -Woman Owned (50) __ African American-Woman Owned (55)

__Asian Pacific-Woman Owned (60) __Subcontinent Asian-Woman Owned (65) __Hispanic Woman Owned (70)

__Native American-Woman Owned (75) __Other – Woman Owned (80) – Please specify _____

ARE YOU REGISTERED TO DO BUSINESS IN THE STATE OF KS: _____ Yes _____ No

INSURANCE REGISTERED IN THE STATE OF KS WITH MINIMUM BEST RATING OF A-VIII: _____ Yes _____ No

ACKNOWLEDGE RECEIPT OF ADDENDA: All addendum(s) are posted to our RFQ/RFP web page and it is the vendor's responsibility to check and confirm all addendum(s) related to this document by going to www.sedgwickcounty.org/finance/purchasing.asp .

NO. _____, DATED _____; NO. _____, DATED _____; NO. _____, DATED _____

In submitting a proposal, vendor acknowledges all requirements, terms, conditions, and sections of this document. Proposal submission format should be by order in which sections are listed throughout the document. All minimum and general requirements should be specifically addressed and detailed in proposer's response. **Exceptions to any part of this document should be clearly delineated and detailed.**

Signature _____ Title _____

Print Name _____ Dated _____