

**AIKEN COUNTY
REQUEST FOR PROPOSALS
COLLECTION SERVICES**

Aiken County is requesting sealed proposals for collection services for overdue Ambulance bills and landfill bills. The selected vendor will be under contract with Aiken County for services for a period of one year, with the option for four additional years unless the contract is terminated by either party.

Aiken County bills and collects fees for ambulance services provided by the Aiken County Emergency Services Division. It is anticipated that approximately 3,800 EMS accounts, valued at \$800,000 to \$900,000, will be turned over to a collection agency in one year. The accounts are turned over to a collection agency at various times during the year. The County usually has the account holder's social security number and last known address. The County's authorized representative will choose which accounts are turned over to the agency. The agency must work with the County in the decision of which unpaid accounts are returned to the County for the Setoff Debt Program.

There will be approximately 24-50 past due landfill accounts, valued at approximately \$3,000 per year. The accounts are turned over at various times during the year. Social security numbers are available for these accounts.

If billing errors are found, Aiken County may make corrections or changes to the amounts due and may delete accounts at any time in the collection process. The selected collection agency must be able to completely delete the accounts from the collection process or change the amount due by way of a telephone call, email or letter from an authorized representative of the County. Once an account is deleted, the collection agency or any of its agents must not contact the customer.

Monthly reports of collections, including the debtor's name and the amount paid must be provided to Aiken County. The agency must report address corrections on accounts. The agency must be able to provide a report showing account activity with Credit Bureaus.

Unpaid accounts may not be turned over to the Credit Bureaus until authorized by Aiken County. The collection agency must be able to selectively report to the Credit Bureau. The agency must be able to recall accounts from the Credit Bureaus. The agency must report to the Credit Bureaus once an account is paid in full.

Aiken County will not accept proposals based on a cost per account turned over to the collection agency. The proposal must be based on either a fixed fee for each portion of the entire process, or a percentage of collections. The payment to the collection agency should be withheld from the payment made to Aiken County.

Proposal Requirements:

1. Collection agency's philosophy for collection of accounts.
2. Copies of all letters sent to customers.
3. Description of entire process for collection by agency.
4. Itemization of any amounts to be billed to the County.
5. Additional costs if the County desires to take the debtor to court for collection.
6. Description of insurance maintained by collection agency.
7. Names, addresses, contact person, and telephone numbers of at least five references in the Southeast.
8. Names and addresses of any firms to which services might be subcontracted (the County retains the right to approve any and all subcontractors).
9. Description of any software or method that the collection agency has to allow the County to track collection efforts or the status of a particular account (Internet capability, dial-in, submission of reports to the County, provision of software to the County, etc.).
10. A sample of the monthly report sent to the client.
11. Process for reporting debt to Credit Bureau, and method for recalling debt from a person's credit report.
12. Submit one original and four copies of the proposal.

Any questions concerning the Request for Proposals should be submitted to the Procurement Department by email at Procurement@aikencountysc.gov (Phone calls will not be accepted.)

Evaluation Criteria:

1. Ability to provide needed services. (20%)
2. Track record based on references. (15%)
3. Cost. (25%)
4. Philosophy/Methods used for collection. (40%)

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Each agency submitting a proposal must answer the following questions in addition to answering the questions raised in the Request for Proposals.

Costs to the County (must itemize collection fees, any additional costs): _____

Are you licensed in all fifty states? _____

If not list all states that you are licensed: _____

Do you provide software for tracking status of accounts? _____

If so, is there an additional cost to the County? _____

Do you provide a guaranty? _____

If so, explain: _____

Do you have a personal representative the County can contact when needed? _____

List any subcontractors (Include their qualifications and scope of their involvement):
