

## MEMORANDUM

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April 25, 2012

**TO:** Board of Mayor and Aldermen

**FROM:** Eric S. Stuckey, City Administrator  
Russell Truell, Assistant City Administrator / CFO  
Steve Sims, Assistant City Recorder and City Court Clerk  
Clay Matthews, Interim Assistant City Recorder  
Brian Wilcox, Purchasing Manager

**SUBJECT:** Consideration of contract award to Automated Collection Services, Inc. of Nashville, TN for bad debt collection services, for an initial term of service of three (3) years, effective upon acceptance by the City, with two (2) options to extend the term of service, each time by mutual consent of both parties and for up to one (1) additional year, for a maximum possible term of service of five (5) years total (Purchasing Office Procurement Solicitation No. 2012-021; \$4,000 budgeted in 110-82599-41200 (Court) and \$4,000 budgeted in 110-82599-41310 (Revenue Management) for fiscal year 2012; Contract No. 2012-0071)

### Purpose

The purpose of this procurement is to purchase bad debt collection services for a variety of types of indebtedness to the City including, but not limited to: utility service bills, other user fees, court fees and fines, assessments, taxes (very limited), permits and licenses, all as identified by the City and transferred from the City to the vendor for collections. In addition, payments made to the City using checks or other negotiable instruments that are returned as "NSF" or other annotation indicating that the presenter did not honor the instrument will be forwarded to the selected proposer for collection.

### Background

The City published on February 9, 2012 a Notice to Proposers in the *Williamson Herald* for bad debt collection services. In addition, solicitation documents were sent on or about the same date directly to 26 potential proposers known or thought to be interested in this solicitation. Proposals from seven (7) vendors were publicly opened at the proposal opening held on March 15, 2012. A tabulation of the proposals received for this solicitation is attached. A proposal evaluation team (consisting of the Assistant City Recorder and City Court Clerk, the Interim Assistant City Recorder, and the City's Comptroller) scored each of the proposals using the evaluation criteria listed in the request for proposals. The tabulation indicates the averages of the points allocated by the proposal evaluation team. The proposal evaluation team also interviewed the two firms scored highest. The proposal ranked highest by the proposal evaluation team is from Automated Collection Services, Inc. of Nashville, TN.

### Financial Impact

Inasmuch as the fee quoted by Automated Collection Services, Inc. is a contingency fee (at the rate of 20% for all types of indebtedness other than litigation accounts), the City would incur no adverse financial impact by retaining that firm for bad debt collection services. The City could choose to compensate the vendor by means of issuing payment as is customary for most other services rendered to and for the City. Alternatively, the City could choose to compensate the vendor by authorizing the vendor to deduct its fee from the amount collected by the vendor and remitted to the City.



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### **Options**

In accordance with the solicitation documents, the City reserves the right to reject any and all proposals.

### **Recommendation**

Staff recommends that the City accept the proposal ranked highest by the proposal evaluation team, from Automated Collection Services, Inc. of Nashville, TN, for bad debt collection services. Purchasing Manager Brian Wilcox is of the opinion that the prepared solicitation documents as distributed allowed for competition among multiple vendors, and that the staff recommendation appears to be made in a fair and impartial manner based upon the proposals received.

**Tabulation of Proposals\***

<b>Purchasing Office Solicitation No.:</b>		2012-021 - Bad debt collection services				
<b>Notice to Proposers published in the Williamson Herald on:</b>		2/9/12				
<b>Number of vendors that were notified of / that responded to this request for proposals:</b>		26 / 7				
<b>Date and time proposals due and publicly opened:</b>		03/15/12 at 2:00 p.m.				
<b>Present at opening of proposals:</b>		Steve Sims and Mike Lowe of the City of Franklin Finance Department; and Tiffany Wilkins and Brian Wilcox of the City of Franklin Purchasing Office				
<b>Target meeting of BOMA at which recommendation will be considered:</b>		5/22/12				
<b>Proposals received from:</b>						
	<b>Proposal No.:</b>	<b>Description of proposal</b>	<b>Does the proposal take any exceptions to CoF RFP?</b>	<b>Points allocated pursuant to the evaluation criteria listed in the request for proposals:</b>	<b>Payment terms:</b>	<b>Proposal price per unit is valid through:</b>
Automated Collection Services, Inc. 2285 Murfreesboro Road, Suite 200 Nashville, TN 37217 Jack R. Abernathy, Director of Business Dev. 615-361-8809 ext. 1602	1 of 1	Bad debt collection services	No exceptions taken	81.8	net 30 days	06/30/12
Fox Collection Center 454 Moss Trail Goodlettsville, TN 37070 Bill Fitzgerald, Account Manager 615-364-8399	1 of 1	Bad debt collection services	No exceptions taken	68.9	net 30 days	10/31/12
I.C. System, Inc. 444 Highway 96 East St. Paul, MN 55127 Phil Aune, Proposal Manager 800-443-4123 ext. 6505	1 of 1	Bad debt collection services	No exceptions taken	79.8	net 30 days	7/1/2012 or later if mutually agreed
ONLINE Information Services dba ONLINE Collections 685 W. Firetower Rd. Winterville, NC 28590 Cathy Keeler, Account Executive 252-754-1603	1 of 1	Bad debt collection services	No exceptions taken	73.1	net 30 days	09/15/12
Solutia Revenue Recovery, Inc. 615 West 7th Street Columbia, TN 38401 Webber Van Hudson, VP of Client Dev. 931-698-5188	1 of 1	Bad debt collection services	No exceptions taken	70.1	net 30 days	03/15/12

<sup>1</sup>MOES indicates "meet(s) or exceed(s) specifications"

\*Shaded proposal is the proposal found by the proposal evaluation team to best meets the needs of the City

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<b>Proposals received from:</b>						
	<b>Proposal No.:</b>	<b>Description of proposal</b>	<b>Does the proposal take any exceptions to CoF RFP?</b>	<b>Funds allocated pursuant to the evaluation criteria listed in the request for proposals:</b>	<b>Payment terms:</b>	<b>Proposal price per unit is valid through:</b>
Transworld Systems, Inc. 216 Centerview Drive, Suite 111 Brentwood, TN 37027 Paula Wilson, Business Consultant 615-347-6239	1 of 1	Bad debt collection services	No exceptions taken	63.8	net 30 days	06/30/12
Windham Professionals, Inc. 380 Main Street Salem, NH 03079 Maria S. Wacker, VP of Business Development 866-277-1108	1 of 1	Bad debt collection services	No exceptions taken	71.1	net 30 days	07/31/12

<sup>1</sup>MOES indicates "meet(s) or exceed(s) specifications"

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