



**REQUEST FOR PROPOSAL**

**Debt Collection Software and Implementation Services**



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Ogden City Information Technology

October 18, 2019

**Request for Proposal**  
**Ogden City Corporation**  
**Debt Collection Software and Implementation Services**

Ogden City Corporation is requesting proposals from a qualified company to provide a Debt Collection Software and Implementation Services

Proposal packets are available and may be obtained from Ogden City Purchasing, 2549 Washington Blvd., Suite 510, Ogden, Utah, or by downloading from the Ogden City website at <http://ogdencity.com/264/Purchasing>.

Bidders are responsible for securing any and all addenda issued.

Responses to this Request for Proposal shall be submitted to the office of the City Purchasing Agent, 2549 Washington Boulevard, Suite 510 (5th Floor) Ogden, Utah, **no later than 3 PM, November 7, 2019. LATE PROPOSALS WILL NOT BE ACCEPTED.**

The City reserves the right to accept or reject any proposal as it best serves its convenience and/or is found to be in the best interest of the City. The City reserves the right to issue contracts to multiple vendors.

Ogden City encourages and welcomes bids from women and minority-owned businesses.

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**I. INTRODUCTION**

The purpose of this Request for Proposal (“RFP”) is to solicit proposals from qualified companies (“Responder(s)”) interested, knowledgeable, and experienced in providing Debt Collection Software and Implementation Services.

Through this RFP process, the City plans to select a firm for contract award that demonstrates specialized experience, strong capabilities, and successful performance in the services described, as well as providing a competitive fee proposal. Proposals will be evaluated using the criteria defined herein.

Solicitors’ proposals shall present a well-conceived plan, for providing both the recommendation and implementation, as well as the support services, including delivery, installation, training, and maintenance.

The City will consider both On-Premise and Cloud Solutions. The Solicitor shall clearly state the proposed deployment model and pricing structure. If the Solicitor has options for both deployment models, they can include proposals for both in the response.

**II. SCOPE OF WORK**

Currently, within Ogden City, each department is managing their own debt collection efforts, and in their own way. Departments utilize excel, and other basic software tools to manage their debt collections efforts. Having each department separate does not let the city have a quality solution to track and manage all debt collections throughout the city. The City desires to standardize all debt collection within various City departments to better manage and track performance. For this project, we are focusing on three debt categories: parking citations, utility bills, and property maintenance citations. The selected solution will need to have the option to add additional debt types in the future. The city is using Tyler Cashiering and Tyler Munis software for cashiering and accounting throughout most of the city. The selected software will need a way to integrate with the software each department is currently

using. Police are using Velosum, Public Utilities are using Munis Utility Billing, and Code Services are using EnerGov.

Features and functions being sought include but are not limited to:

- Specific data import capability from various sources. Please including acceptable data formats.
- Ability to aggregate debt for a single entity from various data sources
- Cashiering functionality for in-person transactions (cash, check, credit card)
- Consumer Portal for customers to review account and self-pay online. Please provide PCI certification and other applicable certifications.
- Ability to make payment arrangements and schedule automatic payments.
- Real-time updated information.
- Payment tracking and accounts receivable reports.
- Identify Delinquent Accounts
- Document all Interactions with Customers
- Generate Clear and Accurate Reports
- Easy to understand Dashboard
- Simple to use and understand interface
- Upload and store an unlimited amount of documents
- Automated collection strategies and workflow management
- Prioritized work queues
- Ability to track Collection efforts with Notes, Comments, and or Attachments.
- Workable Task Lists (Daily to-do lists)
- Automatic billing reminders of payments coming up and or account status
- Pre-populating collection letters

### **III. RESPONSE TO REQUEST FOR PROPOSAL**

The City will accept proposals from firms that are capable of providing all of the work described in the above Scope of Work. Applicants shall include qualifications for work outlined in the Scope of Work for which it proposes to provide services.

Each Proposal must include, at a minimum, the following information:

1. Name, address, email, and telephone number of company submitting the proposal.
  - a. Include the name and contact information of the person designated as the firm's representative.
2. Evidence of Insurability.
3. A description of the firm's experience and capability of fulfilling this contract if awarded.

4. PCI compliancy information and Cyber Security Plan.
5. A detailed breakdown of the proposed costs and timeframes to complete the project, including a five-year TCO (total cost of ownership).
6. Company history with biographies and/or resumes for principle contacts.
7. A list of at least three governmental customers as references. Include project dates, scope, summary of work performed, and contact information.
8. The names of any outside consultants and/or subcontractors to be utilized, including contact information and a brief description of their role(s) in the project.

*\*Being selected and entering into an agreement does not guarantee the contractor will be extended any specific amount of work.*

Proposals are to be no longer than 10 pages. Double-sided pages count as two pages.

## **V. EVALUATION OF PROPOSALS**

Proposals will be evaluated in accordance with the following criteria, listed in descending order of importance:

- |   |     |
|---|-----|
| 1. Requested Features and functions       | 40% |
| 2. Implementation and Training            | 25% |
| 3. Cost / fee proposal                    | 20% |
| 4. References                             | 10% |
| 5. PCI compliancy and Cyber Security Plan | 5%  |

All proposals in response to this RFP will be evaluated in a manner consistent with the Ogden City policies and procedures.

In the initial phase of the proposal evaluation process, the evaluation committee will review all proposals timely received. Nonresponsive proposals (those received after the deadline or not conforming to RFP requirements) will be eliminated. The remaining proposals will be evaluated in a cursory manner to eliminate from further consideration those proposals which in the judgment of the evaluation committee fail to offer sufficient and substantive provisions to warrant further consideration. Each bidder bears sole responsibility for the items included or not included in the response submitted by that bidder. The City reserves the right to disqualify any proposal that includes significant deviations or exceptions to the terms, conditions and/or specifications in this RFP.

At the conclusion of this initial evaluation phase, finalist proposals will be selected for detailed review and evaluation. The City may require a presentation by a bidder to supplement their written proposal.

## **VI. Insurance Requirements**

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of this agreement. The Contractor shall pay the cost of such insurance.

- a. The amount of insurance shall not be less than:
  - i) Commercial General Liability: Minimum of \$2,000,000 commercial general liability coverage with \$1,000,000 for each occurrence. Policy to include coverage for operations, contractual liability, personal injury liability, products/completed operations liability, broad-form property damage (if applicable) and independent contractor's liability (if applicable) written on an occurrence form.
  - ii) Business Automobile Liability: \$1,000,000 combined single limit per occurrence for bodily injury and property damage for owned, non-owned, and hired autos.
  - iii) Workers' Compensation and Employer's Liability: Worker's Compensation limits as required by the Labor Code of the State of Utah and employer's liability with limits of \$1,000,000 per accident.
  - iv) Professional Liability: Minimum of \$1,000,000 aggregate with \$500,000 per occurrence
- b. Each insurance policy required by this Agreement shall contain the following clauses:
  - i) "This insurance shall not be suspended, voided, canceled, reduced in coverage or in limits except after thirty days prior written notice by certified mail, return receipt requested, has been given to the Ogden City Corporation."
  - ii) "It is agreed that any insurance or self-insurance maintained by Ogden City Corporation, its elected or appointed officials, employees, agents, and

volunteers shall be excess of Contractor's insurance and shall not contribute with insurance provided by this policy."

- c. Each insurance policy required by this Agreement, excepting policies for Workers' Compensation, shall contain the following clause in a separate endorsement:
  - i) "Ogden City Corporation, its elected and appointed officials, employees, volunteers, and agents are to be named as additional insureds in respect to operations and activities of or on behalf of, the named insured as performed under Agreement with Ogden City Corporation."
- d. Insurance is to be placed with insurers acceptable to and approved by Ogden City Corporation. Contractor's insurer must be authorized to do business in Utah at the time the license is executed, and throughout the time period the license is maintained unless otherwise agreed to in writing by Ogden City Corporation. Failure to maintain or renew coverage or to provide evidence of renewal will be treated as a material breach of contract.
- e. The city shall be furnished with original certificates of insurance and endorsements effecting coverage required within, signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements are to be received by the City before work begins on the premises.
- f. City reserves the right to require complete, certified copies of all required insurance policies at any time.
- g. Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respect to the City, their elected and appointed officials, employees, agents and volunteers; or Contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration and defense expenses.
- h. Contractor shall include all of its contractors as insured under its policies or shall furnish separate certificates and endorsements for each contractor. All coverages for Contractor's contractors shall be subject to all of the requirements stated herein.
- i. Nothing contained herein shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons

or property resulting from the activities of Contractor or its agents, employees, invitees or contractors upon the Premises during the License Period.

## **VII. ADDITIONAL INFORMATION – GENERAL TERMS AND CONDITIONS**

Qualified respondents shall be Licensed Contractors in the State of Utah, for this type of work, and who meet Ogden City's insurance and bonding requirements, and have experience with all work defined in the scope of work.

Due to the security-sensitive nature of this project, Ogden City reserves the right to conduct a criminal background check of each person who will be providing services in response to this RFP. If requested, Contractor shall submit a BCI Criminal History Report dated within 30 days of response to RFP for each employee who will be on-site, that shows "Criminal History Verified" and has Arrest History attachments. Employees who have any convictions on their BCI record may be subject to further review and approval by Ogden City. Ogden City may reject any response to this RFP that involves services from a person or entity that Ogden City determines is unfit or unqualified to fulfill the requirements of this RFP.

All work must meet current industry standards including all Federal, State, and local rules and regulations.

The City reserves the right to request clarification of information submitted and to request additional information from any proposer.

Ogden City will make every effort to ensure all offerors are treated fairly and equally throughout the entire advertisement, review, and selection process. The procedures established herein are designed to give all parties reasonable access to the same basic information.

Cost of Developing Proposals - All costs related to the preparation of proposals and any related activities are the sole responsibility of the offeror. Ogden City assumes no liability for any costs incurred by offerors throughout the entire selection process.

Proposal Ownership – Once submitted, all proposals, including attachments, supplementary materials, addenda, etc. become the property of Ogden City and will not be returned to the offeror.

Conflict of Interest – No member, officer, or employee of Ogden City, during his or her tenure, shall have any interest, direct or indirect, in this contract or the proceeds thereof, except as permitted by Ogden City policy.

Non-Collusion – The offeror guarantees the proposal is not a product of collusion with any other offeror and no effort has been made to fix the proposal price or any offeror or to fix any overhead, profit or cost estimate of any proposal price.

Award of Contract - The selection of the company will be made by a selection committee comprised of city employees. Ogden City reserves the right to negotiate and hold discussions with prospective service providers as necessary, however, Ogden City may award this contract without discussion of proposals received from prospective service providers. The selected company shall enter into a written agreement with Ogden City. Ogden City reserves the right to cancel this Request for Proposal. Ogden City reserves the right to reject any or all proposals received. Furthermore, Ogden City shall have the right to waive any informality or technicality in proposals received, when in the best interest of Ogden City. Ogden City reserves the right to segment or reduce the scope of services and enter into contracts with more than one vendor.

Pursuant to the Utah Government Records Access and Management Act (GRAMA), records will be considered public after the contract is awarded. If an offeror wishes to protect any records, a request for business confidentiality may be submitted to the Ogden City Records Office at the time of bid submission. The form can be accessed through the Recorder's webpage at:

<https://www.ogdencity.com/DocumentCenter/View/7004/Business-Confidentiality-Claim-form>

## **VIII. GOVERNING INSTRUCTIONS**

This Request for Proposal will constitute the governing document for submitting Proposals and will take precedence over any oral representations.

## IX. CONTACT PERSON

For any questions related to this RFP, please contact the Ogden City Purchasing office via email [purchasing@ogdencity.com](mailto:purchasing@ogdencity.com) or at (801) 629-8742.

The question and answer period ends on November 1, 2019 at 3PM.

## X. SUBMISSION OF PROPOSALS

Firms shall submit six (6) copies of the proposal in a sealed envelope to the office of the City Purchasing Agent, 2549 Washington Blvd, Suite 510, Ogden UT 84401 or deliver package to the 2<sup>nd</sup> Floor information desk at the same address **no later than 3PM on November 7, 2019**. On the envelope, indicate “Debt Collection Software RFP”. **LATE PROPOSALS WILL NOT BE ACCEPTED**. No facsimile transmittals will be accepted. All submittals must either be hand-carried or delivered by the mail or other delivery service. It is the sole responsibility of those responding to this Request for Proposal to ensure that their submittal is made to the correct location and in compliance with the stated date and time. City offices are closed on holidays.

The City reserves the right to accept or reject any submittal as it best serves convenience and/or is found to be in the best interest of the City.

Ogden City encourages and welcomes bids from women and minority-owned businesses.