

REQUEST FOR QUALIFICATIONS (RFP)
FOR COLLECTOR OF DELINQUENT AMBULANCE AND EMS FEES

ISSUED: February 19, 2019

PROPOSALS DUE: March 29, 2019

INTRODUCTION

The Municipality of Penn Hills is seeking qualifications and proposals from qualified collectors of delinquent municipal fees related to EMS and ambulance services. The Municipality will review and may select one respondent, based on submitted qualifications. The Municipality reserves the right to accept or reject any or all submittals, and waive technicalities or irregularities if such action is believed to be in the best interest of Penn Hills.

SCOPE OF SERVICES

The selected individual billing firm will provide Penn Hills with a range of delinquent collection services consistent with established state and local law guidelines. All services shall be performed in accordance with the scope of work set forth in a professional services agreement. The contract, if awarded, will include a scope of work and an approved listing commission fee schedule negotiated between the municipality and the successful firm. The selected person or firm will provide the services outlined in the scope of work and the successful respondent's responsibilities shall include, but shall not be limited to the following:

- 1) Review Delinquent Accounts with Staff and collection agency that currently handles billing
- 2) Determination of accounts that are collectable
- 3) Collection efforts consisting of calls and direct mailing to delinquent customers
- 4) Reporting to Credit Reporting agencies those accounts which are unresponsive
- 5) Preparation and submission of monthly or quarterly reports to Penn Hills about the collection of delinquent fees. Such report shall detail the number of accounts that are non-responsive to collection agency efforts and the approximate revenue outstanding.

PROPOSAL CONTENT

Each item in this section should be specifically addressed in the respondent's proposal. Otherwise, indicate why no response is given. Proposals must identify which person or persons in the firm will be providing the services, and the information requested below should be provided for that particular person.

REQUEST FOR PROPOSALS – DELINQUENT EMS AND AMBULANCE FEE COLLECTOR

1. Qualifications – Briefly summarize your qualifications and experience for the proposed work and list staff that will be assigned to the project. Please also include documentation of any required licensing needed to conduct delinquent bill collection in Pennsylvania.
2. References – Provide a list of at least three (3) EMS or medical service agencies that the firm currently does delinquent billing for.
3. Proposed work plan for collecting fees in Penn Hills – Describe the strategy used to migrate delinquent accounts and collect delinquent fees. Provide sample mailings that delinquent account holders will receive. Provide an overall description of collection efforts the individual or firm will deploy.
4. Proposed Commission and Fees - Identify costs and expenses, proposed commission schedule for your proposal, and include any instances for which you would expect to be paid or reimbursed.

INSTRUCTIONS AND SCHEDULE FOR SUBMISSIONS

The Municipality of Penn Hills shall not be liable for any costs or expenses incurred by any proposer in relation to the preparation or submission of proposals. Additionally, the municipality shall not be liable for expenses incurred as a result of the rejection of any proposals made in response to this RFP.

Proposals are due before 12PM on Friday, March 29, 2019. The time and date are fixed and extensions will not be granted. Penn Hills will not recognize a postmark for purposes of dating a proposal. All proposals received after the deadline will be rejected and returned to the sender, and will not be considered. Electronic proposals will not be considered or accepted. Two (2) copies of the proposal should be mailed or hand delivered to:

Scott Andrejchak, Municipal Manager, 102 Duff Road, Penn Hills PA 15235.

INQUIRIES

All requests for clarification, exceptions or deviations to the terms of this RFP should be submitted by email to sandrejchak@pennhills.org. To ensure fairness and avoid misunderstandings, all communications must be in writing to the above email address. Verbal and or telephonic questions will not be entertained.

All questions and inquiries must be received by Friday, March 29, 2019 and, if required, a response will be provided via an addendum to the RFP.

PUBLIC RECORDS

By submitting a proposal, the proposer acknowledges that the proposal will become a public document, after a selection is made. The proposer acknowledges that the proposal is subject to the Pennsylvania Right to Know Law and the proposal, in its entirety, is subject to public disclosure. If the proposer claims a privilege against public disclosure for a trade secret or proprietary information, such information must be separated within the proposal and clearly identified as trademarked and/or proprietary. Any personal information in the proposal should be labeled as confidential and will remain so, to extent that Right to Know Law allows it to remain so.

EVALUATION PROCESS & SELECTION CRITERIA

The staff of Penn Hills will conduct a selection process. The municipality reserves the right to reject any or all proposals, or to terminate negotiations for a professional services agreement at any time. The Municipality reserves the right to request clarification or additional information from individual respondents, to request interviews or presentations to staff.

Selection Criteria: The following criteria will be used for scoring purposes and to determine an interview list. The municipality staff will score each proposal based on the following:

Work Plan (30%), Qualifications (20%) Cost of Services (40%) References (10%)

After the interviews, the municipality staff will re-score the interviewees' proposals using the aforementioned scoring criteria. The subsequent re-scoring of proposals shall be the basis for a decision on the part of the municipality.