

RFP2017-09 PRIVATE COLLECTION OF MUNICIPAL COURT DEBT FOR A PERIOD OF ONE (1) YEAR WITH THE OPTION TO EXTEND TWO (2) ONE (1) YEAR EXTENSION FOR THE DEPARTMENT OF LAW BID OPENING MAY 31, 2017 AT 11:00AM

RFP2017-09 PRIVATE COLLECTION OF MUNICIPAL COURT DEBT FOR A PERIOD OF ONE (1) YEAR WITH THE OPTION TO EXTEND TWO (2) ONE (1) YEAR EXTENSION FOR THE DEPARTMENT OF LAW						
NUMBER OF RESPONDENTS:	6					
NAME OF BIDDER	ACCOUNT CONTROL SYSTEMS	FIRST CREDIT SERVICES D/B/A ACCOUNTS RECEIVABLE TECHNOLOGIES	TAXSERV CAPITAL SERVICES NJ, LLC	PIONEER CREDIT RECOVERY, INC.	DUNCAN SOLUTIONS D/B/A PROFESSIONAL ACCOUNT MANAGEMENT, LLC	U.S. COLLECTIONS WEST, INC.
ADDRESS	85 CHESTNUT RIDGE, ROAD	377 HOES LANE, SUITE 200	1313 DOLLEY MADISON BLVD, SUITE LL-130	26 EDWARD STREET	633 WEST WISCONSIN AVENUE, SUITE 1600	2320 W. PEORIA AVENUE, SUITE C-116
CITY, STATE, ZIP	MONTVALE, NJ 07645	PISCATAWAY, NJ 08854	MCLEAN, VA 22101	ARCADE, NY 14009	MILWAUKEE, WI 53203	PHOENIX, AZ 85029
CONTACT NAME	AL MUCCI	RAJESH CHHABRIA	ROGER BLAIN	CHAD WILSON, VICE PRESIDENT	JAMES KENNEDY	JERRY PETERSON
TELEPHONE	201-367-1622	732-305-8304	703-883-9100 X 227	585-237-7037	414-847-3801	480-320-3665
FAX	201-767-7051	732-601-6575	703-883-0711	585-492-3484	414-831-0500	602-995-9212
E-MAIL	AL.MUCCI@ACCOUNTCONTROLSYSTEMS.COM	RCHHABRIA@FC SBPO.COM	RBLAIN@TAXSERV V.COM	CHAD.WILSON@PIONEER-CREDIT.COM	PROPOSALS@DUNCANSOLUTIONS.COM	JPETERSON@USCWEST.COM
OWNERSHIP DISCLOSURE STATEMENT	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
REQUIRED EVIDENCE EEO/AFFIRMATIVE ACTION REGULATIONS QUESTIONNAIRE	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA	N/A	N/A	N/A	N/A	N/A	N/A
BID BOND GUARANTEE	10% TRAVELERS CASUALTY & SURETY COMPANY OF AMERICA W.P.O.A/LISA M. EUBANKS	10% LEXON INSURANCE COMPANY W.P.O.A/ANDREW SMITH	10% THE HANOVER INSURANCE GROUP W.P.O.A/THOMAS N. TIGHT	10% TRAVELERS CASUALTY & SURETY COMPANY OF AMERICA W.P.O.A/TARA VAUGHNS	10% WESTCHESTER FIRE INSURANCE COMPANY W.P.O.A/DENNIS LANGER	VENDOR DID NOT SUBMIT WITH PROPOSAL
CONSENT OF SURETY	TRAVELERS CASUALTY & SURETY COMPANY OF AMERICA	LEXON INSURANCE COMPANY	THE HANOVER INSURANCE GROUP	TRAVELERS CASUALTY & SURETY COMPANY OF AMERICA	WESTCHESTER FIRE INSURANCE COMPANY	VENDOR DID NOT SUBMIT WITH PROPOSAL
REQUIRED FROM AWARDED VENDOR WITH SIGNED CONTRACTS	REQUIRED FROM AWARDED VENDOR WITH SIGNED CONTRACTS	REQUIRED FROM AWARDED VENDOR WITH SIGNED CONTRACTS	REQUIRED FROM AWARDED VENDOR WITH SIGNED CONTRACTS	REQUIRED FROM AWARDED VENDOR WITH SIGNED CONTRACTS	REQUIRED FROM AWARDED VENDOR WITH SIGNED CONTRACTS	REQUIRED FROM AWARDED VENDOR WITH SIGNED CONTRACTS
NJ BUSINESS REGISTRATION CERTIFICATE	INCLUDED	REQUIRED PRIOR TO AWARD	INCLUDED	REQUIRED PRIOR TO AWARD	INCLUDED	REQUIRED PRIOR TO AWARD
NON-COLLUSION AFFADAVIT	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
ETHICS COMPLAINT DISCLOSURE	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
AFFIRMATIVE ACTION STATEMENT AMERICANS WITH DISABILITIES ACT OF 1990 LANGUAGE	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
CERTIFICATION AND DISCLOSURE OF POLITICAL CONTRIBUTIONS	INCLUDED	INCLUDED	INCLUDED	INCLUDED	REQUIRED PRIOR TO AWARD	INCLUDED
DISCLOSURE OF INVESTED ACTIVITIES IN IRAN	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
EIC	REQUIRED PRIOR TO AWARD	CERT.#51355 EXP. 08/15/2020	CERT.#50282 EXP. 2/15/2020	REQUIRED PRIOR TO AWARD	REQUIRED PRIOR TO AWARD	REQUIRED PRIOR TO AWARD
60-DAY EXTENSION COMPLIANCE	YES	YES	YES	YES	YES	YES
WILLING TO PROVIDE PRIORITY EMERGENCY SERVICES	YES SEE ATTACHED	YES SEE ATTACHED	YES SEE ATTACHED	N/A	N/A	N/A
CERTIFICATE OF INSURANCE	REQUIRED FROM AWARDED VENDOR	REQUIRED FROM AWARDED VENDOR	REQUIRED FROM AWARDED VENDOR	REQUIRED FROM AWARDED VENDOR	REQUIRED FROM AWARDED VENDOR	REQUIRED FROM AWARDED VENDOR
CITY OF TRENTON RESIDENT EMPLOYMENT POLICY	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
FIVE (5) REFERENCES	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
EXCEPTIONS (IF ANY)	NONE	NONE	NONE	NONE	NONE	NONE
AGGRESSIVE PRECENTAGE FEE	18%	19%	20%	22%	22%	SEE BREAK DOWN OF PRECENTAGE SHEET
FATAL FLAW	NONE	NONE	NONE	NONE	NONE	NON-RESPONSIVE

O. COST PROPOSAL

Each vendor shall submit a cost proposal which shall be listed as a percentage of any amounts collected on behalf of the City through the vendor's collection efforts. This cost proposal shall constitute the "Administrative fee" as defined in the Supreme Court Procedures Governing the Private Collection of Municipal Court Debt. As required under the Supreme Court Procedures Governing the Private Collection of Municipal Court Debt, each vendor's cost proposal cannot exceed 22%.

TaxServ will perform all services listed hereunder for a contingent collection fee of 20.0%.

TaxServ is currently set-up with the AOC and the City for each of those entities to manage and collect the Administrative Fee as allowed by the Supreme Court Procedures. This includes collection, invoicing and remittance of collection fees as are held by the AOC and the City as provided in the Supreme Court Procedures.

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(o) **Cost Proposal:**

Each vendor shall submit a cost proposal which shall be listed as a percentage of the City debt portfolio listed in Section 1.3 of this RFP. This cost proposal shall constitute the "Administrative fee" as defined in the Supreme Court Procedures Governing the Private Collection of Municipal Court Debt (Appendix "A"). As required under the Supreme Court Procedures Governing the Private Collection of Municipal Court Debt, each vendor's cost proposal cannot exceed 22% of the City debt portfolio.

Pioneer proposes a fee rate of **22%** of each dollar collected.

Cost Proposal

RFP requirement: Proposal Section 4.3. (o)

Duncan’s fees for our collection agency services will be computed based on a contingency fee for debts collected on behalf of the City of Trenton. Per state law, these collection fees will be added onto the debt amount referred, and paid by the violator. No other fees will apply and no fees will be charged for debts which remain uncollected.

Fees for Services	
Fee Category	Designated Fee
Delinquent Collections of municipal criminal, traffic and parking cases	22% of Collected Amount (added to initial debt amount referred to Duncan)

Duncan distinguishes itself in its industry as Value Added, Revenue Recovery Specialists. The word “collections” implies a reactive approach; acting only on what is assigned and taking a minimal approach at that. Revenue recovery, as Duncan views it, is a proactive, consultative process, in which Duncan will work with the court to improve current processes and identifying new opportunities and means to compel debt payments. Duncan has a track record of success in many municipalities and government agencies as we’ve dramatically improved collection rates and brought greater revenue to our clients.

We find our fee structure to be consistent with standard industry practice for delinquent collection services as well as consistent with the rates we are charging for other municipalities with similar collection programs.

These figures are based on the scope, approach, deliverables and assumptions contained in this document. In the event we mutually agree to change any of these items Duncan will need to determine if there is an impact on time or cost.

Contingency Fees: Lower is not always better

It is tempting to engage a collections agency that offers a significantly lower contingency fee than their competition. However, our experience is that bidders that offer conspicuously low fees cannot perform as well, due to low motivation to pursue debtors beyond initial efforts. A very low fee means that collection costs must be kept low to maintain even a slim profit margin. Simply put, agencies with extremely low contingency fees will only target “low hanging fruit” accounts, and will not expend additional resources to collect debt. These resources include costs for staff, postage, printing, and skip tracing. Therefore, their collection rates are lower, and so are your overall net revenues. Duncan submits only responsible contingency fees in our bids, because we seek to enter into mutually beneficial contracts.

U.S. Collections

Isabel C. Garcia
Purchasing Agent
igarcia@trentonnj.org
319 East State Street- 1st Floor
Trenton, NJ 08608
Tel: 609-989-3135
Fax: 609-989-4260
RFP2017-09
Due by: Wednesday May 31, 2017



VII. Commercial Rates:

- Accounts \$100.00 to \$999.99 @ 40 %
- Accounts \$1000.00 to \$4499.99 @ 35%
- Accounts \$4500.00 to \$9999.99 @ 30%
- Accounts \$10,000.00 and up @ 25%
- Accounts over \$100,000 18%
- Property management 40%
- Medical 40%