



Contra Costa County

Fire Protection District

**CONTRA COSTA COUNTY FIRE PROTECTION DISTRICT  
REQUEST FOR PROPOSALS  
COLLECTION AGENCY SERVICES**

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**Section I: RFP Tentative Schedule**

**Tentative RFP Schedule  
(Subject to change at District's discretion)**

1. Issue RFP	November 1, 2017
2. Proposals Due (date & time)	November 30, 2017 by 5 P.M.
3. RFP Evaluation Completed	December 15, 2017
4. Contract Negotiations Completed	January 31, 2018
5. Contract issued	TBD

**Section I: General Information/Overview**

**A. Overview**

The Contra Costa County Fire Protection District is seeking the services of a qualified and experienced full-service Collection Agency to provide collection services for unpaid and delinquent account receivables for the Contra Costa County Fire Protection District. Ambulance billing is the primary focus of this RFP, but there may be potential to add collections for delinquent accounts related to permit fees for engineering, code enforcement, false alarms, and related fees. It is anticipated that the term of this contract will be for a period of three years.

**B. Description of the Government**

The Contra Costa County Fire Protection District (District) is a fire protection district existing under the laws of the State of California. The District is located in the San Francisco Bay Area.



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The District is managed by an executive Fire Chief who reports to the Contra Costs County Board of Supervisors, acting in their ex-officio capacity as the Fire District Board of Directors. The District is the exclusive operator of 911 emergency ambulance service in Contra Costa County, excluding the areas covered by the Moraga-Orinda Fire District and the San Ramon Valley Fire Protection District. In 2016 the District responded to 101,164 ambulance service calls, and of those, 70,929 resulted in transports.

### **C. Proposal Content and Format**

Proposals must be for the entire scope of services stated in this RFP. Incomplete proposals will not be considered. The proposals should be in a single bound document not to exceed fifteen (15) pages. Three (3) bound and sealed copies are to be submitted and addressed as outlined in the cover letter attached to this RFP.

The required copies are to be submitted no later than 5:00 p.m. on November 30, 2017. It is the responsibility of the candidate to make sure the proposal is delivered on time. Any proposal received after the deadline will be disqualified.

#### **The Proposals are to be sent to:**

Jackie Lorrekovich  
Chief of Administrative Services  
Contra Costa County Protection Fire District  
2010 Geary Road  
Pleasant Hill, CA 94523

#### **The proposal must contain the following specific information:**

1. Letter of transmittal signed by an individual authorized to bind the proposing entity stating the firm has read and will comply with all terms and conditions of the RFP.
2. An executive summary discussing the firm's qualifications and relevant experience.
3. General information about the firm, including the size of the organization, location of offices, years in business, organization chart, state of incorporation, name of owners and principal parties, number and position titles of staff. Information regarding any collection associations of which the agency and its staff are members should be included.
4. Qualifications of staff proposed for the assignment, their position in the firm, and types and amount of equivalent collection experience. A description of how overall supervision will be provided should be included.
5. List of references (at least 4) of past and present for comparable work performed, including a summary of similar engagements with other governmental agencies.



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6. List experience with ambulance and/or hospital billing collection.
7. A statement as to the ability of the agency to make collections in all 50 states and the agency's ability to file reports with all three national credit bureaus.
8. Provide sample copies of the agency's current monthly statement of accounts to your clients. The monthly statement should include the following information:
  - a. Date of customer payment
  - b. The District account number/ invoice number for that customer
  - c. Customer's name and date assigned
  - d. Customer's personal identification number
  - e. Date District mailed closing bill to customer
  - f. Address where debt was incurred
  - g. Payment amount and status (partial payment or paid in full)
  - h. Dollar amount of each payment received which is due to the agency to cover the collection fee
  - i. Dollar amount of each payment received which is due the District
  - j. Remaining individual customer account balance, if any
  - k. Where payment was made, to the agency or the District
  - l. Provide summary totals for items g, h and i.
6. Provide sample copies of the agency's current Annual Recap of Monthly Collection Activity. The recap report should include the following information:
  - a. Total number of accounts submitted for collection
  - b. Total dollar amount of accounts submitted for collection
  - c. Total dollar amount collected on accounts during the year
  - d. Total dollars collected in response to letter service
  - e. Total dollars collected through regular collections
  - f. Total accounts requiring legal action
  - g. Total dollars collected as the result of legal action
  - h. Total number of accounts transferred to an out of area agency for collection
  - i. Total dollars collected by out of area agencies
  - j. Grand total of dollars paid to the agency
  - k. Grand total of collection cost dollars paid to agency
7. Provide three different sample letters to be sent to delinquent accounts.
8. A description of your agency's collection methodology, how many agents you will use in our collection effort, the geographical area you service, and an outline of your agency's collection success rate.
9. A statement as to the collection percentage of each amount collected to be provided to the District, and a statement of each amount collected, by category,



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for ambulance billing. In addition, statements as to collection percentage if debt is forwarded out of the area or legal proceedings are started and any costs associated with those and in what order they will be paid out of any proceeds.

10. The Contra Costa County Fire Protection District should incur little or no cost for this program. All monies paid to the agency will, preferably, come from the collected fines.

Provide a schedule of fees for your service. Provide the cost, if any, to the District and list all services your agency provides for those costs in each of the following categories:

- a. Letter service
  - b. Regular collection
  - c. Court action, if required
  - d. Transfer of account to an out of area agency for collection
  - e. Any other costs Involved in the collection process
11. A statement of the dollar amount of an account under which your agency will not actively pursue regular collection and/or legal action.
  12. Provide information if notices are available online and searchable by account for District to access.
  13. If services are available to issue citations directly online by District staff.
  14. A statement of the services your agency feels differentiates your agency from other agencies.

### D. Instructions/Conditions/Legal Requirements

1. Agency agrees that failure on its part to list all cost components related to the service will not be accepted by the District as an acceptable justification to re-quote the proposal. Agency acknowledges that the original proposal and costs provided stand. ***However, the agency has the option of withdrawing a proposal at any time until a final contract is executed.***
2. The District has outlined the requirements herein in as much detail as is currently known. Please provide any exceptions, additional information, or suggestions that will aid in the District's selection process (attachments are acceptable).
3. The agency shall provide collection services as outlined in the specifications section of this RFP.



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4. The agency shall defend, indemnify, and hold the District, its officers, agents, volunteers, and employees harmless from any and all causes of action or claims of damages arising out of or related to the contractors performance under this contract.
5. The Contra Costa County Fire Protection District reserves the right to negotiate terms and specifications/scope of work with the highest ranked agency or piggyback on any existing governmental contract. If an agreement cannot be negotiated the District reserves the right to negotiate with any other finalist.
6. Agency shall identify those services, if applicable, that will be outsourced to a subcontractor. The prime contractor will be responsible for verifying the qualifications and validity of licenses, permits, and quality of work for any outsourced work to subcontractors. The prime contractor is also responsible for paying its employees and any subcontractors the prime contractor hires.
7. The selected agency shall enter into a contract with the District. The Contract shall be on standard District contract forms.
8. At the time of execution of the contract, the selected agency is obligated to provide evidence of insurance liability to include: Workers Compensation, General Liability, Automobile Liability, and Professional Liability in the amount of \$1,000,000 per occurrence.
9. The successful agency shall be an independent firm, and nothing shall be construed to cause the agency to be deemed or represent itself as an agent or employee of the District.
10. Any evidence of collusion among agency's acting illegally to restrain freedom of competition by agreement to propose fixed price, or otherwise, will render the proposal of such agency void.
11. The term of the contract shall commence upon award by the District. The District intends for this service to result in a three year contract.
12. The contract between the agency and the District is non-transferable. The agency shall not assign the agreement without written permission of the District. The agency shall notify the District, in writing, of any changes in business ownership at least thirty (30) days prior to said change.
13. The District reserves the right to add additional accounts receivable collection items to the existing contract. Agency agrees pricing will be the same for any additional receivables.



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14. The agency is required to carefully and fully investigate all the requirements of the RFP. By submitting a proposal, the agency represents and certifies to the District that such investigation has been completed and that it fully understands the specifications/scope of services.
15. The District will not reimburse agency for any costs involved in the preparation and submission of proposals. Furthermore, this RFP does not obligate District to accept or contract for any expressed or implied services.
16. If a requirement cannot be met by an agency, then the agency should submit a no proposal response for the items affected. Alternate or equivalent items may be submitted for consideration by the District, unless otherwise specified.
17. All submitted proposals and information included therein or attached there to shall become public records upon contract award.
18. The specifications/scope of services is a suggested list only. If agency needs to revise or make additions, computer or typed alterations are allowed as long as the District format is maintained.
19. Any questions regarding this RFP should be referred to:

Terence Carey  
Assistant Fire Chief – EMS  
925-494-8123  
tcare@cccfd.org

## Section II: Evaluation and Award

A final contract will be awarded to the most competitively priced and qualified proposal. *Although price is of prime consideration, it is not the sole determining factor. The District reserves the right to select the appropriate firm based on the most qualified proposal.* The determination of the most qualified and most competitively priced proposal may involve all or some of the following factors:

1. **Qualifications of Firm**

Strength and stability of the firm; strength, stability, experience and technical competence of sub-consultants; logic of project organization; adequacy of labor commitment.

2. **Qualifications of Personnel**

Qualifications, education and experience of project staff; key personnel's level of involvement in performing related work.



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**3. Related Experience**

Experience in providing services similar to those requested herein; experience working with public agencies; assessment by client references.

**4. Completeness of Response**

Completeness of response in accordance with RFP instructions; exceptions to or deviations from the RFP requirements; inclusion of required licenses and certifications.

**5. Reasonableness of Cost and Price**

Reasonableness of the individual firm-fixed prices and/or hourly rates, and competitiveness of quoted firm-fixed prices with other proposals received; adequacy of the data in support of figures quoted; basis on which prices are quoted.

The District reserves the right to select a contractor to perform all of the work identified in the RFP, or only a selected portion based on price and/or other factors.

**Section III: Specifications/Scope of Service**

The District intends to obtain the services of a full-service collection agency to provide collection Service for unpaid and delinquent accounts receivable to include, but may not be limited to:

1. Delinquent ambulance bills.
2. At a later date, potential collections for delinquent accounts related to permit fees for engineering, code enforcement, false alarms, and related other fees.

**A. Specific Requirements For the Agency**

1. Agency shall make a minimum of two written or telephone contacts for each account (unless the account clears sooner) within sixty (60) days of receipt of account. Agency shall provide in the proposal detailed steps that will be taken once account is received from the District and number of contacts and procedures that will be taken.
2. All notices to be in compliance and adhere to current applicable District policies and procedures.
3. Agency shall make contacts with delinquent accounts under the name of the collection agency.



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4. Agency shall submit status reports on a monthly basis and an annual report (on a fiscal year) through June 30, reflecting the activity for the previous fiscal year. These reports shall include data for each account detailing the value of the current debt, money received, charges waived, interest charged, balance due and date of last payment. A financial summary will also be required showing "period to date" and "year to date" totals for pertinent information such as receipts, net accounts receivable, total accounts receivable, and collection percentage. Information outlined in section 'C' of the General content of this RFP for reports shall also be included. In addition, an aging report should be available in summary and in detail. Agency shall provide copies of all available reports.
5. Agency shall conduct skip tracing on delinquent accounts. Agency to provide specific tools used to conduct skip tracing.
6. Agency shall indicate policy on when delinquent accounts will be reported to the three major national credit bureaus.
7. Agency shall accept automated or manual transfer of delinquent payment information from the District or its vendor's database. It is expected the agency will work, at no additional cost, with the District or its vendors and its software to ensure accurate and timely transmission of data.
8. Agency shall guarantee the confidentiality, security, and safety of all files, documents, computer files, etc.
9. Agency shall provide detailed information regarding its collection process and methods.
10. Agency shall instruct consumers to submit payment to the collection agency. Any payments received at the District will be forwarded to the collection agency.
11. Agency shall perform all work in accordance with the applicable provisions of the Federal Fair Debt Collection Practices Act, as well as, all state and local laws.
12. Agency shall meet periodically with the District staff to discuss all services. The agency will also provide recommendations on how the District can reduce future bad debt. The District will provide overall guidance on the conduct of the collection service, as it will reflect on the District's policies and reputation. The agency will agree to employ courteous business procedures to the end of maintaining the District's goodwill. The collection agency shall also provide updates to the District on changes in state and federal laws related to credit and collections such as monthly copies of Cred-Alert.
13. The District reserves the right to perform periodic audits to ensure all amounts collected are accurately reported and remitted.



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- 14.** The agency will be fully responsible for maintaining accurate records of all correspondence, documents, accounting records, transactions and other relative evidence. These records shall remain on file for a period of at least seven (7) years. All records shall be made available to the District for review upon request.
- 15.** No work shall be subcontracted without the prior written consent of the District.
- 16.** Any settlement of principal or charges shall be agreed upon between the agency and the District, prior to acceptance.