**BOROUGH OF RUNNEMEDE**

**COUNTY OF CAMDEN, NEW JERSEY**

**NOTICE TO BIDDERS**

**NOTICE** is hereby given that sealed proposals/qualifications for the purchase of:

**CONTRACT FOR THE PROVISIONS AND PERFORMANCE OF**

**"MUNICIPAL COURT DEBT COLLECTION"**

**SPECIFICATIONS** can be viewed on our web page at www.runnemedenj.org under “Bids”.

Qualifications/Proposals will be received no later than 11:00 AM, July 29, 2013 at the Runnemede Municipal Building, 24 N. Black Horse Pike, Runnemede NJ 08078

Qualifications/Proposals must be addressed to Joyce Pinto, Borough Clerk, at the above address.

Qualifications/Proposals must be labeled "Collection of Municipal Court Debt" and be in a sealed envelope.

The Borough reserves the right to reject any or all proposals in whole or in part, and to waive such information as may be permitted by law.

The successful firm will be required to enter into an agreement with the municipality. The Administrative Office of the Court approved amount of monies collectable appears in “APPENDIX A” of the RFP/RFQ.

Bidders are required to comply with the requirement of P.L. 1975 Chapter 127 and P.L. 1977, Chapter 33.

Information on Affirmative Action Program requirements is available at the Office of the Borough Clerk.

**Proposal Format and Content**

One of the objectives of this RFP is to make proposal preparation easy and efficient, giving each Offeror ample opportunity to highlight its strengths, distinguishing features, and ability to meet all requirements on this RFP. When an Offeror submits a proposal, the proposal shall be considered a complete plan for accomplishing the tasks described in this RFP and any supplemental tasks Offeror identifies as necessary to successfully meet the obligations outlined in this RFP.

* 1. **INTRODUCTION**

**PRIVATE COLLECTION AGENCY SERVICES SHALL BE PERFORMED IN COMPLIANCE WITH THE *“SUPREME COURT PROCEDUTES GOVERNING THE PRIVATE COLLECTION OF MUNICIPAL COURT DEBT UNDER L. 2009, C. 233”* ENCLOSED HEREIN AS APPENDIX B**

a. Proposal submittal shall include a transmittal letter on letterhead which contains the complete name and address of Offeror's firm and the name, mailing address, and telephone number of the person the Borough should contact regarding Offeror's proposal.

b. It should indicate whether it operates as an individual, partnership, or corporation and the State of Incorporation, if applicable. It should also indicate all states in which it is registered to do business as a collection agency.

c. Proposals must include a completed and signed Proposal Letter.

d. Failure to include these items in Offeror's proposal may be cause for the proposal to be determined non-responsive and rejected.

e. Offeror must clearly demonstrate, in its proposal and through references, its customer service methodology.

**1.2 COLLECTION METHODOLOGY**

**1.2.1 Collection Procedures —** Provide the plan or method proposed to be used by the Offeror to manage and collect delinquent judgments, including means by which the Borough will report delinquent accounts for collection and means by which Offeror proposed to report collection results to the Borough.

In addition to requirements listed in Supreme Court Procedures in Appendix B, each and all delinquent notices shall provide the debtor with a toll-free telephone number for obtaining account information, a remittance slip bearing the assigned reference number, and a return remittance envelope directing payment to:

 Borough of Runnemede Municipal Court

 24 N. Black Horse Pike

 Runnemede, New Jersey 08078

Include sample reports listing assignments, adjustments, collections received, collection fee, trial balance, and periodic progress reports.

a. Provide a written copy of collection procedures proposed by Offeror to collect the court(s) receivables. Include examples of collection letters, skip trace techniques, day and evening collection staff, etc. Do you have experience sending court debt to the national credit bureaus?

b. State the Offeror's methodology for handling debtor's questions, problems and disputes. Do debtors have the ability to submit questions/disputes online?

c. State the Offeror's methodology for handling non-English speaking clients.

d. Provide examples of all written collection notices to be mailed and describe the ability for the Borough to review and customize the language of these notices.

e. Provide a copy of telephone collector's guide and training material. Do you provide ongoing collector training for your staff? Do collectors have a base salary and/or bonus structure?

**1.2.2 Cost of Collection Services —** Any fees or costs associated with collection efforts shall be added to the total amount due and retained by the Offeror as its payment.

**1.2.3 Method of Transferring Collections —** Describe method of transferring collected amounts to the Township. Can funds be remitted electronically? Please detail payment processing capabilities and note if this outsourced to a third party. Please describe the security surrounding your payment processing operation.

**1.2.4 Insurance Coverage -**

The Contractor shall not commence work under this contract until it has obtained the insurance required under this section as well as the Supreme Court procedures attached in Appendix B. All coverage shall be with insurance carriers licensed and admitted to do business in New Jersey and have an A.M. Best Rating no lower than A-.

COMMERCIAL GENERAL LIABILITY INSURANCE - During the life of this contract the Contractor shall procure and maintain Commercial General Liability Insurance on an “Occurrence Basis” with limits of liability not less than $500,000 per occurrence and/or aggregate combined single limit for Personal Injury, Bodily Injury and Property Damage. Coverage shall include the following: (A.) Contractual Liability; (B.) Products and Completed Operations; (C.) Independent Contractors Coverage; and (D.) Broad Form General Liability Extensions or equivalent.

MOTOR VEHICLE LIABILITY INSURANCE - During the life of this contract the Contractor shall procure and maintain Motor Vehicle Liability Insurance, including applicable No-Fault coverage, with limits of liability not less than $500,000 per accident combined single limit Bodily Injury and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.

WORKERS’ COMPENSATION - During the life of this contract the Contractor shall procure and maintain Workers’ Compensation insurance, including Employers’ Liability Coverage in accordance with the statutes of the State of New Jersey. All owners and officers are to be included in coverage.

 PROFESSIONAL LIABILITY /ERRORS & OMMISSIONS - During the life of this contract the Contractor shall procure and maintain Professional Liability Insurance with limits of liability not less than $1,000,000 per claim/$1,000,000 annual aggregate. This insurance shall provide coverage for wrongful acts the contractor is responsible for rendering or failing to render professional services.

SURETY BOND - During the life of this contract the Contractor shall procure and maintain A Surety Bond with the Obligee as the Borough of Runnemede in an amount not less than the estimated total of the yearly amount collected or provide a blanket surety bond in an amount not less than that same amount protecting the Township from loss.

ADDITIONAL INSURED - The following shall be Additional Insureds on the general policy: The Judiciary and Borough of Runnemede including all elected and appointed officials, all employees and volunteers, all boards, commissions and/or authorities and their board members, employees, and volunteers.

PROOF OF INSURANCE COVERAGE - The Contractor shall provide the Township at the time the contract is returned to them for execution, Certificate(s) of Insurance and/or policies acceptable to the Borough evidencing the coverages listed above.

CONTINUATION OF COVERAGE - If any of the above coverages expire during the term of this contract, the Contractor shall deliver renewal Certificates and/or policies to the Borough at least ten (10) days prior to the expiration date.

**1.2.5 Authorized Persons -** State the name(s) of the person(s) authorized to bind the Offeror.

**1.2.6 Additional Information —** Offeror is encouraged to submit any and all other features, special services, capabilities, or information of its collection system or method that will enhance the company's value to the Borough. Do you have experience with special collection campaigns? How long do you work accounts before closing them?

**1.2.7 Offeror Experience and Qualifications**

The Offeror shall provide:

a. The address of its principal place of business.

b. A list of clients for which the Offeror has done or is doing collection business for comparable services in the past three years.

Include the following information:

1. An indication of success in collection for each client listed.
2. An indication of the type or description of accounts collected.
3. Number of debt accounts assigned to Offeror by the client.
4. Recovery rates.
5. Age of client account turned over to Offeror for collection.
	* + 1. An indication of the effort made by Offeror's client in collecting prior to turning the accounts over to the Offeror for collection.
			2. Names and phone numbers of client contact persons to verify collection information, including success in collection.
6. Duration of contract with listed clients.

c. A copy of the most recent audited financial statements and any other information that the Offeror may wish to submit to indicate financial stability.

d. Provide a brief history of the company and the length of experience in the collection business, especially highlight court collection experience and/or any collection experience for government entities. List the total number of full-time and part-time employees.

e. Identify specialized experience and technical competence of the Offeror regarding the types of services required. Provide an organizational chart of the company.

f. Identify any special credentials, memberships, or affiliations that pertain to the record and/or reputation of the Offeror. Please confirm if Offeror is:

1. PPMS Certified
2. Red Flag Compliant
3. A Better Business Bureau company and accompanying rating
4. SAS 70 Type II Certified
5. SSAE 16 Certification
6. PCI Compliant
7. Member of American Collectors Association
8. CLLA (Commercial Law League of America) Agency Section Certification
9. IACC Certified
10. New Jersey State Collecting License

g. Identify, by name and job title, key staff that will provide services required and provide resumes for these employees (i.e. Management, Supervisors, and Programmers). Does Offeror provide background checks on employees? Do employees have to sign confidentiality agreements? Please describe how you monitor collector calls.

**1.2.8 Litigation history** – Submit a list outlining all lawsuits filed against the vendor for the past ten (10) years.

**1.2.9 Penalty history** – Submit a list of all penalties and fines assessed against the vendor for the past ten (10) years including. This includes any and all federal agencies, any and all state agencies; and any and all regulatory agencies.

**1.3 COMPUTER NETWORK**

**1.3.1 Description and capabilities —** Give a brief description of Offeror's computer system and its update capabilities. Has the Offeror had any recent upgrades to their system?

**1.3.2 Terminal Access —** State where terminal access for on-line inquiry will be located and how will access be supplied. Is access real time?

**1.3.3 Maintenance and Backup of Records —** Describe Offeror's ability to maintain records of collections, and recovery; produce reports; and bill an unlimited number of debtors. Describe computer backup capabilities. What methods are used to ensure the safety and security of all Borough records and documents? Please describe Offeror's Disaster Recovery program and how long before you are operational in case of emergency.

**1.3.4 System Interface —** Provide documentation regarding Contractor's capacity to interface with the Borough. Describe the modes of data transmission employed by Offeror in the conduct of business with reference entities.

**1.3.5 Other System Options Available** — Provide details of other automated systems used to enhance collection activities (such as interactive voice response systems, web-based credit and/or debit card systems, call distributors, national database.) Do you record phone calls? If so, please provide details on what calls are recorded, if the Borough will have access to the recordings and how long the recordings are kept.

**1.4 SUBCONTRACTORS**

The Offeror ***shall not*** delegate any duties listed in this RFP to any subcontractor.

**1.5 EXCEPTIONS TO RFP REQUIREMENTS/SPECIFICATIONS/PROVISIONS**

Offeror shall list any exceptions taken to the terms, conditions, specifications, or other requirements listed herein. Offeror shall reference the RFP section where exception is taken, a description of the exception taken, and the proposed alternative, if any. The Borough reserves the right to accept or not accept exceptions.

**1.6 COST PROPOSAL**

Offeror shall provide a Fee Schedule Proposal which shall be listed as a percentage of the Borough’s eligible amount to be collected. These charges shall also apply to any extension(s) to the contract.

**1.7 EVALUATION CRITERIA**

Offeror’s proposal shall be evaluated and rated on the quality of the collection methodology, firm experience and qualifications, computer network and price. Any exceptions taken to the RFP requirements will effect the overall evaluation.

**1.8 TERM**

The term of this agreement shall be twelve (12) months. Upon written mutual consent of both the Borough and vendor, the Borough shall have the right to extend this contract for an additional two (2) -one (1) year terms for the same price, percentage and terms as the original contract. ***Final award will be subject to the approval of the Administrative Office of the Court (AOC).***

**APPENDIX "A"**

**Municipality Case Eligible Amt. Eligible to Collect**

Borough of Runnemede $142,891.10