

TOWN OF NORTH  
PROVIDENCE  
SCHOOL DEPARTMENT

State of Rhode Island

**Terms and Requirements for Request for Proposal**

Item Description: **COLLECTION AGENCY SERVICES – NORTH PROVIDENCE SCHOOL DEPARTMENT**

Date and Time to be **ISSUED**: **THURSDAY, DECEMBER 10, 2020 AT 10:00 A.M.**

Date and Time to be **OPENED**: **TUESDAY, DECEMBER 22, 2020 AT 10:00 A.M.**

Proposals may be submitted up to **10:00 AM** on the above meeting date at the **Office of the School Finance Director**, 2240 Mineral Spring Ave., North Providence, RI 02911, during normal business hours, 8:30 AM through 4:00 PM. All proposals will be publicly opened and read at the above noted address.

**INSTRUCTIONS**

1. Vendors must submit sealed proposals in an envelope clearly labeled with the above captioned item or work. The proposal envelope and any information relative to the proposal must be addressed to the **Finance Office**, 2240 Mineral Spring Ave., North Providence, RI 02911. Any communications that are not competitive sealed proposals (i.e., product information or samples) should have “**NOT A PROPOSAL**” written on the envelope or wrapper.
2. Proposals must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.
3. Proposal responses must be in ink or typewritten.
4. The price or prices proposed should be stated both in **WRITING** and in **NUMERALS**, and any proposal not so stated may be rejected.
5. Proposals **SHOULD BE TOTALED** WHEN APPLICABLE. Do not group items: price each item individually. Awards may be made on the basis of *total* proposal or by *individual items*.
6. Each responder is required to state in their proposal their full name and place of residence; and must state the names of persons or firms with whom he is submitting a joint proposal. All proposals **SHOULD BE SIGNED IN INK**.
7. One original proposal and **two copies** shall be submitted.

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**NOTICE TO VENDORS**

1. The North Providence School Department (NPSD) reserves the right to waive any and all informalities and to award the contract on the basis of the lowest qualified evaluated bid proposal.
2. No proposal will be accepted if made in collusion with any other responder.
3. A responder who is an out-of-state corporation must qualify or register to transact business in this State, in accordance with R.I. Gen. Laws, as amended, Sections 7-1.1-99, 7-1.1-105, 7-1.1-106.
4. The North Providence School Committee reserves the right to reject any and all proposals.
5. In determining the lowest qualified evaluated bid proposal, cash discounts for payments less than thirty (30) days will not be considered.
6. Where prices are the same, the North Providence School Department reserves the right to award to one responder, or to split the award.
7. Competitive bids may be obtained by all responders attending the formal proposal opening.
8. As the North Providence School Department is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
9. In case of error in the extension of prices quoted, the unit price will be given.
10. The contractor will not be permitted to either assign or underlet the contract, nor assign legally or equitably any moneys hereunder, or its claim thereto without the previous written consent of the School Committee.
11. Delivery dates must be shown on your proposal. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
12. A certificate of insurance shall be required of a successful vendor in which the North Providence School Department is named an *additionally named insured* in the title holder box. The certificate shall provide that the school department will be given at least 30 days advance notice of policy cancellation.
13. Proposals may be submitted on an "equal" in quality basis. The NPSD reserves the right to decide equality. Responders must indicate brand or make offered and submit detailed specifications if other than brand requested.
14. For contracts involving construction, alteration and/or repair work, the provisions of State Labor Laws concerning payment of prevailing wage rates apply (See R.I. General Laws Sec. 37-13-1 et seq. as amended).
15. No goods should be delivered or work started without Notice from the NPSD.

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VENDOR PROPOSAL TERMS

1. It is hereby mutually understood and agreed that no payment for extra work shall or will be claimed or made unless ordered in writing by the School Finance Director or his designee.
2. Awards will be made within thirty (30) days of the proposal opening. All proposal prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
3. Failure to deliver within the time quoted or failure to meet specifications may result in default action in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.
4. Only one shipping charge will be applied in the event of partial deliveries for blanket purchases or term contracts.
5. The successful responder shall, prior to commencing performance under the contract, attach and submit a certificate of insurance, in a form satisfactory to the NPSD by which the successful responder will indemnify and hold harmless the NPSD during the term of the contract from claims for personal injury or damages to property sustained by third person, or their agents, servants and/or claimed under them.

**Introduction:**

The North Providence School Department is soliciting for proposals for Collection Agency Services.

**Requests for Clarification:**

Inquiries concerning clarification on any portion of this RFP should be made to:

Finance Office  
2240 Mineral Spring Ave.  
North Providence, RI 02911  
[comptroller@npsd.k12.ri.us](mailto:comptroller@npsd.k12.ri.us)

**Cost Proposal:**

The cost proposal should include the following information:

- 1.) The responder shall submit Attachment “B” filled out completely.
- 2.) The cost proposal should contain all pricing information relative to delivery of services as described in this RFP.
- 3.) No proposals will be accepted after December 22, 2020 at 10:00 a.m. North Providence School Department will evaluate all proposals. Be prepared to answer any calls in regards to the proposal.

**Evaluation Criteria:**

- 1.) The NPSD will review and evaluate each submitted proposal in accordance with the requirements of this RFP. The evaluation will include weighted criteria detailed below. If further information is desired, vendors may be requested to make additional written submissions or oral presentations to the North Providence School Committee.
- 2.) Proposal will be evaluated on the following:

		<b>Score</b>
1.	Company Information and Years in Business	20
2.	Required documents stated in RFP	20
3.	Experience and References	20
4.	Business located in North Providence	5
5.	Pricing	35
	<b>Grand Total</b>	<b>100</b>

**Final Selection:**

The North Providence School Committee will select a firm based upon the review, evaluation and recommendation of the Evaluation Committee in regards to the proposal submitted for consideration. The North Providence School Committee will take final action as to whether to go forward with the proposal. Following the notification of the firm selected, it is expected a contract will be executed between the parties.

- 1.) A firm's submission of a proposal indicates acceptance of the conditions contained in this Request for Proposals unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the NPSD and the firm selected.

**Timeline:**

Request for Proposals Issued	<b>DECEMBER 10, 2020 AT 10:00 A.M.</b>
Proposal Due Date and Opening	<b>DECEMBER 22, 2020 AT 10:00 A.M.</b>
School Committee Meeting for potential contract award	<b>JANUARY 27, 2021 AT 10:00 A.M.</b>

## STATEMENT OF WORK

### **Background:**

The North Providence School Department has a history of high school lunch debt. The collection agency is responsible to collect all balances with a review process monthly or quarterly based on the needs of NPSD. The work to be performed by the collection firm is described below.

### **Scope of Services/Project Goals:**

Bidders shall submit a proposal to provide the NPSD with collection services for a period of three (3) years.

Provide detail on how your firm handles collection accounts.

Please describe the primary tools of the collection agency (i.e., letters and phone calls)

Provide samples of letters and scripts for phone calls. Do you have an “800” number or email for clients to return calls or email?

Provide an explanation on how your firm will collect payments from customers (i.e. debit or credit cards, including non-sufficient fund checks)

Describe how your firm will handle all existing and new accounts turned over.

Does your firm report to credit bureaus as a “Collection Account”, including the amount and whether it was paid or not according to Section 605 Fair Credit Reporting Act? How will payoff be handled?

How long does an account remain open by both firms? Provide suggestions on the best way to close or handle the account.

Describe fees and the percent % of amount charged for amount collected and amount not collected.

Describe the rate of interest or fees that your agency will be adding to the amount owed to the North Providence School District, if any.

Provide sample detail reports on all accounts turned over to the Collection firm.

Describe all fees and any additional services in the proposal.

Provide the process of how your firm would collect all funds owed to the North Providence School District.

### **STAFFING**

The Collection firm shall assign professional staff as appropriate to perform collection duties. A manager shall be assigned to coordinate the activities of all Collection staff and shall be the liaison between the Collection firm and the North Providence School Department and shall have at least five (5) years prior experience in collecting public school district financial records.

### **RESOURCES**

Resources such as outstanding balance reports will be provided by the North Providence School Department.

## **PROPOSAL RESPONSE REQUIREMENTS**

### **VENDOR INFORMATION**

Legal name of the company  
Number of years in business  
Headquarters location address, phone number, website  
Company type  
Number of employees  
Tax ID number

### **PROFILE OF COLLECTION FIRM**

State whether the firm is local, regional, national or international.  
State the location of the office from which the work will be done if the firm is awarded the contract, the number of supervisors and other professional staff employed at this office.  
Discuss this office's experience in computerized collection systems, particularly those of school districts, including the number and classification of personnel skilled in computer related collection services

### **STAFFING AND QUALIFICATIONS**

Indicate the name of the person who will manage the services as specified in this RFP. Provide a brief resume of the manager's background, training and experience.

### **COMPANY EXPERIENCE**

Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

Please provide project details for at least two (2) projects of similar size and scope to that requested by NPSD. Project details should include:

- Deployment date and period of performance
- Overview of project performance, including successes, challenges, etc.

### **VENDOR INSURANCE REQUIREMENTS**

The vendor will maintain at their own expense during the term of this contract, the following insurances:  
Workers' Compensation Insurance with RI statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.

Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage.

Automobile Liability Insurance covering all owned, hired and non-owned vehicles with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insurers and policy forms shall be subject to the approval of the North Providence School District. Insurance policies shall not contain endorsements of policy conditions which reduce coverage provided to the North Providence School District. Vendor and any subcontractors shall furnish North Providence School District Project Coordinator with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract.

**COST OF THE SERVICES**

State the maximum annual cost for the collection services of all funds of the school district as for the first year services to be provided and each of the two (2) years thereafter. Costs as specified in the section shall be based upon the scope of work as specified herein. It is understood that if the scope of the work is increased and/or decreased, the maximum costs as proposed will be adjusted upwards and/or downwards as appropriate.

## Attachment “B” – Page one

### NORTH PROVIDENCE SCHOOL DEPARTMENT COST PROPOSAL FORM

Agrees to respond on: **COLLECTION AGENCY SERVICES – North Providence School Department**

Date and time to be opened:

<b>VENDOR NAME:</b>	
<b>VENDOR ADDRESS:</b>	
<b>CITY, STATE, ZIP:</b>	
<b>Soc. Sec. # or Fed. ID #</b>	

The North Providence School Committee and/or its authorized representatives shall have the right to cancel these services in this contract when it is determined that school operations have been delayed by failure of these contractors to render proper services for any reason whatsoever under the terms of the contract, or when any contract conditions and specifications are not met.

The bidder as indicated below, has carefully examined the proposals, specifications, and proposes and agrees, if this proposal is accepted, to contract with the NPSD to provide the Collection Agency Services contained within the specifications stated for these total amounts.

# Attachment "B" – Page two

## Proposal Form

Name of Provider: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Cost Description: