



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

July 1, 2019

Jennifer Sutton
Automated Collection Services, Inc.
2802 Opryland Drive
Nashville, TN 37214

Re: **RFQ # 1049657, Collection Data Services**

Dear Jennifer Sutton:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 1049657 for Collection Data Services. This letter hereby notifies you of Metro's intent to award to Automated Collection Services, Inc., contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Brad Wall by email at brad.wall@nashville.gov Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

A handwritten signature in blue ink that reads "Michelle A. Hernandez Lane".

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Procurement Division

730 Second Avenue South, Suite 112
P.O. Box 196300
Nashville, Tennessee 37219-6300

www.Nashville.gov
Phone: 615-862-6180
Fax: 615-862-6179

**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**

July 25, 2019

Jordan Freytag
Municipal Services Bureau
8325 Tuscany Way
Austin, TX 78754

Re: **RFQ # 1049657, Collection Data Services**

Dear Jordan Freytag:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 1049657 for Collection Data Services. This letter hereby notifies you of Metro's intent to award to Municipal Services Bureau, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Brad Wall by email at brad.wall@nashville.gov Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

A handwritten signature in blue ink that reads "Michelle A. Hernandez Lane".

Michelle A. Hernandez Lane
Purchasing Agent

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RFQ # 1049657 - Collection Data Services

	ARS National	Automated Collection Services, Inc.	Credit Control, LLC	I.C. System, Inc.	Life Line Billing Systems, LLC	Municipal Services Bureau (MSB)
Contract Acceptance/Contract Exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions
Cost (40 Points)	22.51	21.71	16.08	40.00	25.32	21.23
Business Plan (20 Points)	15.00	20.00	12.00	10.00	8.00	18.00
Qualifications and Experience (25 Points)	18.00	25.00	15.00	10.00	8.00	22.00
Capacity, Risk, and Risk Mitigation (15 Points)	8.00	15.00	12.00	8.00	5.00	13.00
Total (100 Points)	63.51	81.71	55.08	68.00	46.32	74.23

ARS National
Strengths - The firm provided a detailed description of their collection processes; specifically, accounts will stay active unless instructed by Metro. Firm provided a detailed organizational chart and resumes. Firm provided detailed information about their capacity to perform the scope of services requested.
Weaknesses - The firm's information on resources allocated to Metro within their organizational structure lacked detail. Firm lacked detail on demonstrating their experience in provided collection services for medical and utility accounts. Two (2) of the three (3) reference projects submitted were not of similar scope and complexity (Citibank and JP Morgan Chase). The firm's description of how they would prioritize work for Metro with their other contracts/obligations lacked detail. Firm failed to identify key activities and/or challenges directly related to this type of project. Firm failed to provide their plan to minimize the risk and/or challenges related to this project.

Automated Collection Services, Inc.
Strengths - The firm provided a detailed description of their collection processes. Firm provided a detailed description of their organizational structure. Firm provided a detailed description of the different types of training provided to employees that are involved in the collection process. Firm provided a detailed organizational chart and resumes. Firm displayed relevant experience with municipal related collections. Firm provided detailed information describing their qualifications to provide the services requested within the solicitation. The firm's reference projects submitted were of similar size, scope, and complexity. Firm provided detailed information about their capacity to perform the scope of services requested; specifically, they have the ability to take on a large amount of collection accounts. Firm identified key activities and/or challenges directly related to this type of project; specifically, they addressed employee satisfaction and retention. Firm provided a detailed description of their plan to minimize the risk and/or challenges related to this project.
Weaknesses - N/A

Credit Control, LLC
Strengths - Firm provided a detailed organizational chart and resumes. The firm provided a detailed description of their collection processes. Firm provided a detailed description of their plan to minimize the risk and/or challenges related to this project.
Weaknesses - The firm's information on resources allocated to Metro within their organizational structure lacked detail. One (1) of the firm's reference projects submitted was not of similar size (City of Collierville). Firm's description of their capacity to perform the scope of services requested lacked detail. The firm's description of how they would prioritize work for Metro with their other contracts/obligations lacked detail.

I.C. System, Inc.
Strengths - The firm provided a detailed description of their commitment to providing current technology tools for collection and reporting. Firm provided a detailed organizational chart and resumes.
Weaknesses - The firm's information on resources allocated to Metro within their organizational structure lacked detail. Reference projects submitted lacked detail on the type of services provided. Firm's description of their capacity to perform the scope of services requested lacked detail. The firm's description of how they would prioritize work for Metro with their other contracts/obligations lacked detail. Firm's identification of key activities and/or challenges directly related to this type of project lacked detail. Firm's description of their plan to minimize the risk and/or challenges related to this project lacked detail.

Life Line Billing Systems, LLC
Strengths - Firm provided a detailed organizational chart and resumes. The firm provided a detailed validation process.
Weaknesses - The firm's description of their commitment to providing current technology tools for collection and reporting lacked detail. The firm's information on resources allocated to Metro within their organizational structure lacked detail. Firm's description of training provided to employees that are involved in the collection process lacked detail. The firm's reference projects submitted were not of similar size, scope, and complexity. Firm's description of their capacity to perform the scope of services requested lacked detail. The firm failed to provide how they would prioritize work for Metro with their other contracts/obligations. Firm's identification of key activities and/or challenges directly related to this type of project lacked detail. Firm's description of their plan to minimize the risk and/or challenges related to this project lacked detail.

Municipal Services Bureau (MSB)
Strengths - The firm provided a detailed description of their collection processes. The firm provided a detailed description of their commitment to providing current technology tools for collection and reporting. Firm provided a detailed description of their organizational structure. Firm provided a detailed organizational chart and resumes. Firm provided detailed information about their capacity to perform the scope of services requested. Firm provided detailed information identifying key activities and/or challenges directly related to this type of project. Firm provided a detailed description of their plan to minimize the risk and/or challenges related to this project.
Weaknesses - Firm's description of the different types of training provided to employees that are involved in the collection process lacked detail in comparison to other proposals submitted. Firm lacked detail on demonstrating their experience in provided collection services in areas other than court fines and fees. Three (3) of the firm's reference projects submitted lacked detail on the type of services provided (City of Dallas, City of Wichita, and State of Hawaii). The firm's description of how they would prioritize work for Metro with their other contracts/obligations lacked detail.

Enter Solicitation Title & Number Below		
Collection Data Services; RFQ # 1049657		Total Cost Points
		40.00
Offeror's Name	Bids	RFP Cost Points
ARS National	\$31,523,745.76	22.51
Automated Collection Services, Inc.	\$32,675,700.75	21.71
Credit Control, LLC	\$44,126,962.76	16.08
I.C. System, Inc.	\$17,738,237.55	40.00
Life Line Billing Systems, LLC	\$28,018,493.50	25.32
Municipal Services Bureau (MSB)	\$33,422,573.91	21.23