

CITY OF ROCK ISLAND, ILLINOIS



**ROCK ISLAND
ILLINOIS**

**Request for Proposals
For Collection Services**

**CITY OF ROCK ISLAND, ILLINOIS
January 15, 2025**

REQUEST FOR PROPOSALS FOR COLLECTION SERVICES

I. GENERAL INFORMATION

The City of Rock Island is requesting proposals from qualified firms for Collection Services. The proposed services would include a full range of collections such as: Illinois Local Debt Recovery Program (LDRP), credit bureau listing and skip tracing past due accounts including but not limited to Commercial Industrial Revolving Loan Fund (CIRLF) loans, parking tickets and other billable services the City provides.

There is no expressed or implied obligation for the City of Rock Island to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. During the evaluation process, the City of Rock Island reserves the right, where it may serve the City's best interest, to request additional information or clarification from proposers, or to allow corrections of errors or omissions. At the discretion of the City, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

A. Introduction

The City of Rock Island is located in northwestern Illinois, situated between the Mississippi and Rock Rivers approximately 175 miles west of Chicago and 175 miles east of Des Moines. Along with the communities of Moline and East Moline, Illinois, and Davenport and Bettendorf, Iowa, the City of Rock Island is part of the Davenport - Rock Island - Moline Metropolitan Statistical Area (MSA) commonly referred to as the Quad Cities. Rock Island is also the county seat of Rock Island County. In 2020, Rock Island's population was 37,108 in a region of 383,681.

The City of Rock Island is organized under the Council-Manager form of government with legislative authority vested in a City Council made up of a Mayor and seven alderpersons. Council members are elected from wards to staggered four-year terms. The City has unified its administrative functions through the appointment of a City Manager (the position was created by the action of the City Council on July 1, 1952), who is responsible for the day to day operations of the City and its 429 full-time equivalent employees.

The City of Rock Island provides a full range of services typical of a municipal government, including police, fire and emergency medical services; public works services such as street maintenance, refuse, water utility and wastewater treatment services; public library; parks and recreation activities; community development activities including planning and zoning enforcement, construction and rental inspections and economic development; Martin Luther King Jr Community Center activities; and general and financial administration (finance, legal, information technology, administration and human resources).

As part of the City's Economic Development incentive portfolio, low interest loans are provided to available businesses located in the City of Rock Island. This program is called the Commercial Industrial Revolving Loan Fund (CIRLF). It is designed to provide gap financing for projects that bring services to and create jobs for residents of Rock Island. Loans can be used for new construction, modernization of facilities, the purchase of new machinery and other business expenses.

B. Objective

The City of Rock Island recognizes the collection process for outstanding receivables consists of many different aspects. It is the City's long-term goal to increase revenue collection while reducing the number of delinquent accounts. It is expected the selected firm will provide a single point of contact to work with staff in an effort to meet the City's goal.

The selected firm is also expected to furnish monthly electronic activity reports and an annual summary of activity. The City does not currently submit delinquent accounts through the LDRP portal and would like assistance registering and maintaining accounts through the portal.

II. SCOPE OF SERVICES

A. Collection Services

The collection service firm will provide a full range of debt collection services for the City resulting in positive financial results and reduction of delinquent accounts on an annual basis. The duties of the firm could include the following:

- Illinois Local Debt Recovery Program
- CIRLF research and collections
- Parking citation research and collections and other miscellaneous accounts receivable collections
- Skip tracing services
- Credit bureau listing and/or reporting
- Monthly activity reporting
- Electronic transfer of delinquent accounts receivable information

B. Selection Procedure

The following is an outline of the selection procedure and a tentative time schedule:

- RFP posted – Wednesday, January 15, 2025

- RFP questions submitted – Wednesday, February 5, 2025
- Response to questions posted to online bid – Monday, February 10, 2025
- Proposals due by 3:00 p.m. CST – Monday, February 17, 2025
- Recommendation to City Council – Monday, March 24, 2025

III. INSTRUCTIONS FOR PREPARING PROPOSALS

A. Rules for Proposals

The following material is required to be submitted for a proposing firm to be considered:

1. One electronic copy emailed to sager.jessica@rigov.org and two (2) bound copies of the proposal shall be submitted and shall include the following:
 - (a) Title page – the title page shall show the firm’s name, address and webpage; the name, email address and telephone number of a contact person, and the date of the proposal.
 - (b) Table of Contents.
 - (c) Transmittal Letter – a signed letter of transmittal briefly stating the proposers understanding of the work to be done, the commitment to perform the work within the established time period, a statement why the firm believes itself to be the best qualified firm to perform the engagement and a statement that the proposal is a firm and irrevocable offer for (90) ninety days.
 - (d) Proposed Service – include specialized resources available for the work, any awards or recognition received by firm or individuals for similar work, special approaches or concepts developed by the firm relevant to this project, other services (if any) beyond what has been requested that is included in your proposal, describe your communication methods for this project, include a sample monthly activity report that will be provided to the City and indicate your expectations of the City during the project.
 - (e) References – a complete listing of Illinois municipalities which have used your collection services, preferable of comparable size to the City of Rock Island, which we may contact for references. Please include a contact name, City, address, phone number and email address.
 - (f) Fee Proposal – the proposed fees should be presented using Appendix A. The proposed fees shall be the maximum, not to exceed fee for each year.

2. Proposals must be received by 3:00 p.m. CST on Monday, February 17, 2025 to the following address:

**JESSICA SAGER
FINANCE DIRECTOR
CITY OF ROCK ISLAND
1528 3rd AVENUE
ROCK ISLAND, ILLINOIS 61201**

Proposals must be submitted in a sealed envelope marked in the lower left hand corner:

“COLLECTION SERVICES PROPOSAL”

Proposals emailed must have “Collection Services Proposal” in the subject line. It is the sole responsibility of respondents to the Request for Proposal to deliver the proposals by the stated deadline. Each proposal must be submitted with all required documentation. All questions regarding this Request for Proposal package should be directed to Jessica Sager, Finance Director at (309) 732-2117 or sager.jessica@rigov.org.

3. All submitted proposals become the property of the City of Rock Island and information included therein or attached to shall become public record after recommendation of contract is made. In order to protect the integrity of the contracting process, proposals will not be disclosed until after the award and signing of any and all contracts that may result from this Request for Proposal. All materials provided to the City by the respective firm are subject to the State of Illinois Freedom of Information Act (5 ILCS 140). Documents identified as “Confidential” will not be treated as such if the Freedom of Information Act rules take precedence.

IV. EVALUATION AND SELECTION CRITERIA

A. Evaluation Process

1. Proposals will be evaluated by employees of the City of Rock Island.
2. The Selection Committee will evaluate the technical proposal submitted by each firm.
3. The Selection Committee will select the proposal which is judged to be the most responsive to the City’s requirements, and based on ability and fee, appears to be the best able to serve the City. The Finance Director will present the Selection Committee’s recommendation to the City Council.
4. The City Council will review the recommendation of the Finance Director and, if in agreement, will award the contract.

B. Evaluation Criteria.

Proposals will be evaluated using three sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated for both technical qualifications and price. The following represent the principal selection criteria which will be considered during the evaluation process.

1. Mandatory Elements

- a. The firm has submitted proof it has provided similar services to other municipalities of which the group has been able to verify.
- b. The firm has no conflict of interest with regard to any other work performed by the firm for the City of Rock Island.
- c. The firm adheres to the instructions in this request for proposals on preparing and submitting.
- d. The firm adheres to the instructions in this request for proposals on preparing and submitting.
- e. The firm is in good standing with the Better Business Bureau and the State of Illinois.
- f. EEOC Statement

2. Technical Qualifications

- a. Expertise and experience

3. All-inclusive maximum, not to exceed, fee

C. Oral Presentations

During the evaluation process, the City of Rock Island may, at its discretion, request any one or all firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any questions the Selection Committee may have on the firm's proposal. Not all firms may be asked to make such oral presentations.

D. Right to Reject Proposals

Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals unless clearly and specifically noted in the proposal submitted. The City of

Rock Island reserves the right without prejudice to reject any or all proposals.