REQUEST FOR PROPOSAL
COLLECTION AGENCY SERVICES

I. INTRODUCTION

Pacific County is issuing this Request for Proposal (RFP), to invite prospective collection agencies that are interested in providing their services.

While attempting to maximize the County's collections, it is critical this objective be achieved without negative exposure to the County and with careful consideration of consumer's rights. Furthermore, the County's commitment to a consumer-focused process must be honored thorough out the collection cycle.

II. TIME SCHEDULE

	DATE	TIME
RFP Issued	September 23, 2026	
(Questions are due ten (10) days prior to RFP due date)		
RFP Due	November 20, 2026	4:00PM
Selection of finalist(s)	December 1, 2026	
Interviews (if necessary)	December 9-10, 2026	
Award of RFP/Contract	December 22, 2026	

These dates are estimates and subject to change by the County.

III. SUBMISSION REQUIREMENTS

All proposals must be submitted in a sealed envelope and clearly marked "Confidential-RFP for Collection Agency Services". All proposals must be received by the County by 4:00PM on November 20, 2026. The original and four (4) copies of all required bid documents must be presented. No faxed, e-mailed, or telephone proposals will be accepted. Submit all proposals either by mail to: P O Box 187, South Bend, WA 98586; or in person at: 1216 Robert Bush Drive W, South Bend, WA 98586

IV. QUESTIONS

All questions regarding the RFP process or the scope of work or evaluation process should be addressed to Amanda Bennett, Clerk of the Board, at abennett@co.pacific.wa.us. All answers and the questions will be sent via email to all respondents.

V. SCOPE OF WORK

The successful bidder may be involved in the collection of various county services such as: Community Development fees, miscellaneous receivables, NSF checks, delinquent court fines, restitution payments, and other fees owed to the County.

VI. BIDDER'S OBJECTIVES

Bidders shall submit a detailed operational plan which demonstrates understanding of, and capability to assume responsibility for, collecting delinquent revenue for the county. The plan shall provide all details of the methods to be used to maximize successful collections, including initiating and continuing collection attempts within the guidelines set forth by Federal and State regulations regarding fair debt collection practices. Please respond to each question outlined in Sections VII, VIII and IX.

VII. REQUIREMENTS

For consideration, agencies are required to submit the following in order:

A. Company overview
   1) How long has your company been in business?
   2) Provide the history of your agency, key members of management/collection team, including the makeup of the agency and experience with municipal accounts, if any.
   3) In what geographic territories do you collect?
   4) Where is the nearest physical location of your office in relationship to our jurisdiction?
   5) Where would the account representative be located?
   6) Provide a statement of your firm's background and experience in providing collection services to both governmental organizations and the private sector. Be very specific about relevant Washington experience in collection services.
   7) Provide a listing of five municipal governments in Washington that your firm has provided services to over the last five years. Indicate each organization's name and address, contact person, reference telephone number, nature of services provided and dates of the engagement. The County may contact each of these municipalities as references.
   8) Provide a listing of other private sector businesses in Washington that your firm has provided services to over the last five years. Indicate each organization's name and address, contact person, reference telephone number, nature of services provided and dates of the engagement. The County may contact each of these businesses as references.

B. Work Plan and Staffing
   1) How many collectors do you currently employ? How many can you comfortably expand to? Please describe your requirements and procedures for hiring new collectors.
   2) Describe training for collectors including initial training program and any ongoing training/monitoring.
   3) Describe collector compensation and incentive programs.
   4) Specify your office/collection hours. Are you available for customer inquiries on Saturdays and evenings?
   5) Do you have a toll-free number for collection customers to call?
   6) Describe the normal method used to collect accounts, including specific work standards based on balance ranges. Include number of both written and telephone attempts.

7) Detail skip tracing procedures for skip accounts, include dollar thresholds for different levels of efforts.
8) Describe the procedures for accounts that will be pursued through legal action and any parameters for these accounts, such as minimum balance for suit, etc. If fees differ for legal accounts, detail when the increase takes place (at in-house legal, when sent to attorney, when suit filed, etc.).
9) Describe your policy or procedure on complaint handling.
10) Provide samples of all forms/correspondence to be used for collection.

C. Reporting / Processing
1) How often do you provide a collection status report?
2) In what format do you provide the report?
3) Please provide a complete sample of all reports.
4) What online information/reporting is available?
5) What would be the process for the County to forward an account to you?
6) How are collected funds transmitted?
7) What is the process for canceling an account submitted for collection?
8) What payment options are provided for customers?

D. Narrative outlining the agency's general collection process, including:
1) How the agency will successfully achieve reasonable collection targets, while balancing a heightened sensitivity of public and elected officials
2) Specify the dollar threshold where various levels of follow-up occur (e.g. small balance accounts)

E. List of available services for handling bankruptcies

F. Overview of customer service training and complaint resolution process

G. Overview of client relations with department/staff
1) How will the County communicate requests or issues?
2) What is the expected turn-around time for responses?
3) What types of back-up resources are available if the County's main contact person is away?

H. Information system requirements to send and receive account information electronically

I. Overview of security processes to ensure protection of any confidential information

J. Ability to split, manage and accurately report accounts submitted under RCW 19.16.500 or non-RCW accounts

K. Proposed collection fee structure, to include:
1) Collection rates for RCW and non-RCW accounts
2) NSF Check Collection
3) Interest

L. Schedule for remitting payments to the County

VIII. PROPOSED FEES

Pacific County intends to award this contract to the Agency that is deemed to be the best and most responsive and will provide the most comprehensive and high-quality service to the County.

The County reserves the right to accept other than the lowest price offer and to reject all proposals that are not responsive to this request.

Fee information is to include the following:

1) The basis of the fee (such as flat fee per account assigned, percentage of revenue collected and so forth).
2) The fee for each of the major categories listed in Scope of Work.
3) The fee or manner in which a fee would be negotiated for any other accounts or indebtedness not specifically listed in this RFP the County may assign for collection.
4) The fee for any accounts referred by the Agency for legal action to their in-house or to an attorney the Agency contracts with for legal services.

IX. ADDITIONAL SERVICES

Please list any additional services available through your company that supplements the collection process. For example, details regarding any time payment services or other pre-collection receivable management processes managed by your company.

X. TERMS AND CONDITIONS

1) The County reserves the right to reject any and all proposals, and to waive minor irregularities in any proposal.
2) The County reserves the right to request clarification of information submitted, and to request additional information on any proposal.
3) The County reserves the right to award any contract to the next most qualified agency, if the successful agency does not execute a contract within thirty (30) days of being notified of selection.
4) Any proposal may be withdrawn up until the date and time set above for selection of successful candidate. The contract resulting from acceptance of a proposal by the County shall be in a form supplied or approved by the County, and shall reflect the specifications in this RFP. A sample of the County's standard Professional Services Agreement is available for review (see attachment A). The County reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP and which is not approved by the County Attorney's office. The County shall not be responsible for any costs incurred by the agency in preparing, submitting or presenting its response to the RFP.

XI. PUBLIC RECORDS ACT

The Public Records Act, RCW 42.56, requires the County to release copies of certain documents to the public upon request. Bids and associated documents submitted to the County may be subject to a public records request. If the Bidder in good faith believes that any of these documents contain trade secrets or other confidential information that are exempt from public disclosure, the Bidder shall notify the County with the submission of the document. The County will also independently make a good faith review of documents subject to a public records request for statutory exemptions. If there is a request for a document submitted by the Bidder that the County believes contains potentially exempt material, the County will notify the Bidder before its release. However, by submitting any bid, the Bidder agrees to hold the County harmless and that the County is not liable for improper or illegal release of confidential information if the Bidder did not notify the County of the confidential nature of the information prior to its release or if the release is conducted in accordance with the Public Records Act. The Bidder agrees to hold harmless and to indemnify to the fullest extent of the law the County from third-party claims (such as from a subcontractor or others) for improper or illegal release of exempt information pursuant to a public records request for documents supplied by a bidder.