



**DELINQUENT CODE COMPLIANCE ASSESSMENT FEE COLLECTIONS
EVENT NO. 7192**

**SECTION II
SCOPE OF WORK**

- 2.0 Broad Description of Project:** The purpose of this event is to receive proposals from qualified contractors for an annual contract for collection services of delinquent Code Compliance Assessment Fee accounts. The City of Savannah desires to maximize cash flow from its revenue streams related to Code Compliance Assessment Fees billed to customers. Electronic responses will not be accepted.

This event will assist the City in collecting delinquent amounts currently owed the City by implementing acceptable collection actions. No electronic responses will be accepted for this event.

- 2.1 Scope of Services:** The successful proposer shall provide delinquent Code Compliance Assessment Fee account collection services, including all accounts with active balances less than two years in age. The amount of accounts available for collection is currently estimated at 1,500 separate invoices with a total delinquent balance of \$1.3 million. The contractor will be responsible for all requirements and successful performance of this contract.
- 2.2 Contractor Responsibilities:** The contractor shall be required to assume responsibility for all contractual services offered in this proposal whether or not the contractor performs them. Further, the City will consider the contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the anticipated contract.
- 2.3 Contractor Qualifications:** The contractor must respond to all questions and requests for information in Attachment A. If any question or information request does not apply, indicate so by responding “not applicable.” Responses to Attachment A must be submitted as part of your proposal. Restate each question or information request and record your firm’s response in Attachment A for each restated question.
- 2.4 Contract Period**
This is an annual contract. Prices shall remain firm. This agreement may be renewed for up to four additional 12 month periods, if all contracting parties so agree and services provided by the vendor have been satisfactory. The first term of this contract shall begin upon award and shall end on December 31, 2019. All remaining renewal options, if exercised, shall begin on January 1 and end on December 31st of each subsequent year.
- 2.5 Proposal Format:** Proposals shall be submitted in the following format and include the following information.

- A. Cover letter stating the intent of the Proposer for this event. Cover letter must include acknowledgement of all addenda issued for this proposal. If addenda are not acknowledged in the cover letter, proposals will not be considered further.
- B. Detailed description of firm's qualifications on Attachment A as requested in section 2.3.
- C. Fee Proposals per instructions in Section III signed by responsible party
- D. Proposed Schedule of DBE Participation (if applicable) and Non-Discrimination Statement.

2.6 Basis of Award: Proposals will be evaluated according to the following criteria and weight:

- A. Proposer's qualifications and experience, including support capabilities *(25 points)*
- B. Technical capabilities *(20 points)*
- C. Fees *(25 points)*
- D. References *(20 points)*
- E. Local vendor (Within the city limits of Savannah and has a City of Savannah Business Tax Certificate) participation *(5 points)*
- F. LDBE Participation *(5 points)*

Proposals shall be evaluated by a selection committee. A short list may be developed and interviews conducted with those proposers deemed to be most qualified. The City reserves the right to conduct interviews of any or all proposers at the City's discretion. The City also reserves the right to request a best and final offer (BFO) and to re-score evaluations based on the best and final offer. Proposers may be required to provide clarification of their proposal as part of the BFO response.

- 2.7 Copies:** One unbound, printed and signed original, five identical printed copies, and one electronic copy on a flash drive of the proposal and supporting documents must be submitted in response to the RFP. All responses must relate to the specifications as outlined.
- 2.8 Contacts:** Proposers must submit proposals in accordance with the instructions contained in this RFP. All requested information must be submitted with the proposal. Instructions for preparation and submission of proposals are contained in this package. All questions regarding this request for proposal should be submitted in writing and emailed to the person listed on the summary event page.
- 2.9 Fees:** Proposer shall submit fees based on the detailed listing in Section III of the RFP.
- 2.10 Qualifications:** Each proposer shall submit a summary of their qualifications and experience as requested. Additional information such as agency brochures, resumes, etc. may be submitted as appropriate.
- 2.11 Acknowledgement of Addenda:** Vendor is responsible for determining and acknowledging any addenda issued in connection with this RFP. Addenda must be acknowledged in order for proposals to be considered.
- 2.12 Period of Non-Communication:** Those intending to respond to this event, their employees, agents, and attorneys, shall not make contact with City Council members, or with City staff outside of the Purchasing Division during the bidding process and evaluation phase.
- 2.13 Insurance Requirements**

2.13.1 Commercial General Liability Insurance and Certificate of Insurance Requirements

Limits (or higher):

General Aggregate:	\$2,000,000
Products Completed Operations Aggregate:	\$2,000,000
Each Occurrence Limit:	\$1,000,000
Personal Injury Limit:	\$1,000,000
Damage To Premises Rented To You	\$50,000
Medical Expenses (Optional)	\$5,000 Any One Person

Required Endorsements and Certificate of Insurance

This policy provides a Waiver of Subrogation endorsement in favor of Mayor and Aldermen of the City of Savannah its agents and / or employees and must be attached to the Certificate of Insurance.

This policy provides a thirty (30) day cancellation endorsement and must be attached to the Certificate of Insurance.

2.13.2 Commercial Auto

Limits: \$1,000,000 Per Occurrence & Aggregate (Minimum)

Required Endorsements and Certificate of Insurance

This policy provides a Waiver of Subrogation endorsement in favor of Mayor and Aldermen of the City of Savannah its agents and / or employees and must be attached to the Certificate of Insurance.

This policy provides a thirty (30) day cancellation endorsement and must be attached to the Certificate of Insurance.

2.13.3 Workers Compensation & Employers Liability

(includes coverage all employees, volunteers and others under your direction and supervision)

Limits

Part A: Workers Compensation:	Statutory
Part B: Bodily Injury By Accident:	\$500,000 Each Accident
Bodily Injury By Disease:	\$500,000 Policy Limit
Bodily Injury By Disease:	\$500,000 Each Employee

Required Endorsements and Certificate of Insurance

This policy provides a Waiver of Subrogation endorsement in favor of Mayor and Aldermen of the City of Savannah its agents and / or employees and must be attached to the Certificate of Insurance.

This policy provides a thirty (30) day cancellation endorsement and must be attached to the Certificate of Insurance.

2.13.4 Commercial Umbrella

Limits: \$1,000,000 Per Occurrence & Aggregate (Minimum)

Required endorsements and Certificate of Insurance

This policy provides a Waiver of Subrogation endorsement in favor of Mayor and Aldermen of the City of Savannah its agents and / or employees and must be attached to the Certificate of Insurance.

This policy provides a thirty (30) day cancellation and must be attached to the Certificate of Insurance.

2.13.5 Professional Liability

Limit: \$1 Million per Occurrence

Required Endorsements and Certificate of Insurance:

This policy provides a Waiver of Subrogation endorsement in favor of Mayor and Aldermen of the City of Savannah its agents and / or employees and must be attached to the Certificate of Insurance.

This policy provides a thirty (30) day cancellation endorsement in favor of Mayor and Aldermen of the City of Savannah its agents and / or employees and must be attached to the Certificate of Insurance.

No exclusions for either ongoing and/or completed projects/operations.

No “sunset provisions or clauses” for either ongoing and/or completed projects/operations.

2.13.6 Other Items Required

All insurance carriers in the policy / COI are required to have an AM Best Rating of A-, IX or better

The City of Savannah is not responsible for any of the property used in or owned by the Lessee or any participants, advertisers, promoters, etc.

All deductibles in the coverage are the responsibility of the lessee

Certificate of Insurance required thirty (30) days before event for review

2.14 Local Vendor Definition

A bidder or business shall be considered a local vendor if it meets all of the following requirements:

- a) The bidder or business must operate and maintain a regular place of business with a physical address within the corporate limits of the City, and
- b) The bidder or business must at the time of bid or quotation submission, have a current city business tax certificate issued by the City for at least one year prior to the issuance of the requested competitive quote, bid, or proposal by the City (a post office box or temporary office shall not be considered a place of business), and

- c) The bidder or business performs quantifiable services in the ordinary course and scope of its business with the skills, qualifications, and expertise necessary to execute its contractual obligations to the City.

2.15 Local Disadvantaged Business Enterprise Goals

The City of Savannah desires that this project have the strongest possible participation of Local Disadvantaged Business Enterprises (LDBEs). LDBE firms must have a current certification with the Georgia Department of Transportation (GDOT) or an approved certifying agency. Proposers should embrace this goal and demonstrate meaningful LDBE participation in the project as follows:

- A. Prime Contractor Level LDBE Participation – Meaningful LDBE participation may take the form of a teaming agreement, partnership, mentor-protégé relationship, joint venture, or similar relationship wherein the LDBE partner shares in a significant portion of management responsibility and profit-making potential. The proposer shall:
 - a. Provide names of LDBE firms that are part of prime contractor bid team.
 - b. Provide a copy of teaming, joint venture or other equivalent agreement(s) between parties on prime contractor bid team setting forth roles and responsibilities and profit-sharing arrangements.
 - c. Describe roles and responsibilities of each company and its employees.
 - d. Provide anticipated percentage of LDBE participation for each participant on the team.
 - e. Provide letter of commitment from lead firm, addressed to the City of Savannah, regarding association with each participant on the prime contractor level team.
 - f. Provide letters of commitment from each LDBE firm, addressed to the City of Savannah regarding association with lead firm.

- B. Sub-Contractor Level LDBE Participation – The proposer shall provide a written plan for how it will ensure that LDBE firms have the maximum possible opportunity to participate in prime and second tier sub-contracts that will be available in the completion of this project.
 - a. The plan should include the proposer’s best estimate of the percentage of LDBE participation (based on subcontract values) it expects to be able to achieve in this project from subcontractors.
 - b. The plan shall include estimated dollar amounts of subcontract values that are used to estimate an overall proposal from the proposer.

Points will be allocated based on each respondent’s proposed LDBE goal, with the maximum points of five (5) being awarded to the respondent who submits the highest proposed LDBE goal. Points will be allocated to each respondent by using the following mathematical calculation:

$$\frac{\text{Respondent's Proposed LDBE Goal}}{\text{Highest Proposed LDBE Goal}} \times 5 = \text{Weighted Score}$$

No proposals will be deemed non-responsive due to this factor.

SECTION III

FEE PROPOSAL

ALL PROPOSERS MUST BE REGISTERED SUPPLIERS ON THE CITY'S WEBSITE TO BE AWARDED AN EVENT. PLEASE REGISTER AT WWW.SAVANNAHGA.GOV. ELECTRONIC SUBMISSIONS WILL NOT BE ACCEPTED. PROPOSALS MUST BE SUBMITTED ON THIS FORM.

Fee proposals shall be submitted on this form in a separate sealed envelope clearly marked Fee Proposal for Delinquent Code Compliance Assessment Fee Collections Event No. 7192 and include the name of the proposer. Fee proposals will only be opened if, after the initial evaluation, proposer is deemed to be qualified. Fee proposals will then be considered in relation to the qualification points awarded to determine the overall best proposal in terms of fees and qualifications. If a proposer fails to submit fees separately from the proposal, or submits pricing anywhere else in the proposal, that proposal may be deemed non-responsive.

All addenda must be acknowledged in the cover letter according to the terms set forth in Section 2.9 of this RFP.

Complete the following items related to contractor fees:

1. The City plans to submit approximately 1,500 separate invoices with a total delinquent balance of \$1.3 million. Over the initial 12 month period of the contract, how many **DOLLARS** of the delinquent balance does your firm anticipate recovering for the City? \$ _____

2. Of each delinquent dollar collected, what **PERCENTAGE** would your firm anticipate sharing as compensation for services rendered under the anticipated agreement? _____%

Please attach a breakdown of any additional fees with an itemized description of cost.

SUBMITTED BY: _____

PROPOSER: _____

SIGNED: _____

NAME (PRINT): _____

ADDRESS: _____

CITY/STATE: _____ **ZIP** _____

TELEPHONE: (_____) _____
Area Code

FAX: (_____) _____
Area Code

EMAIL: _____

I certify this proposal complies with the General and Specific Specifications and Conditions issued by the City except as clearly marked in the attached copy.

Please Print Name

Authorization Signature

Date

SECTION 01310
DISADVANTAGED BUSINESS EMPLOYMENT PROVISIONS

The City of Savannah actively encourages employment and participation of small and disadvantaged businesses in all City contracts. Attention of the bidders is called to contract conditions contained herein pertaining to non-discrimination, equal employment opportunity, subcontracts, and opportunities for project area residents.

It is the policy of the City of Savannah that disadvantaged business enterprises (DBEs) be given fair opportunity to participate in the performance of services for the City, and that prime contractors utilize DBE subcontractors and suppliers to the fullest extent possible consistent with the efficient performance of the contract. The City of Savannah has established an open DBE goal for this project.

In order to determine compliance, bidders shall **submit the following completed documents in a separate sealed envelope** clearly marked with the bid number, project name and number and **marked (Section 1310 Disadvantaged Business Employment Provisions)** with their bid:

1. Non-discrimination statement (Sec. 01310-3) and;
2. Proposed schedule of disadvantaged business enterprise participation (Sec. 01310-4) and;
3. Documentation of Good Faith Efforts [**Submit only if the goals are not met.**]

Failure to submit the required documents shall result in the bid not being read or considered.

Suggestions to help meet the goal:

- ✓ Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation of DBEs.
- ✓ Advertising in general circulation media, trade association publications, or disadvantaged business enterprise media to solicit bids from DBE subcontractors or suppliers. **[Advertisement should appear at least 10 days prior to bid due date, unless the City's solicitation period is shortened.]**
- ✓ Designating portions of the work for DBE subcontracting in trades with established availability of DBE subcontractors.
- ✓ Providing a minimum of 10 days notice prior to the Bid due date to DBEs when requesting bids or proposals for furnishing material or services as a subcontractor or supplier.

Any attempt to submit false information, will result in a recommendation that the bidder be debarred from participating in future City contracts.

The contractor is required to fulfill any DBE utilization commitments made unless good cause is demonstrated for any failure to fulfill such commitment. **Written approval is required prior to any substitution.**

The contractor will maintain records and information necessary to document compliance with Good Faith Effort requirements, and the City shall have the right to inspect such records.

Any DBE listed in the completed form entitled "Proposed Schedule of DBE Participation" (Section 01310-4) must be certified by an approved agency such as USDOT, GDOT, or SBA 8(a) prior to the due date of this bid. Proof of DBE certification such as a certificate or letter from the certifying agency is required to accompany the bid. A firm that has submitted an application for DBE certification or an application for DBE certification under review but has not been certified is not qualified as a certified DBE and will not be recognized as such during the City's evaluation process.

No bidder shall enter into an agreement with any DBE that would in any way limit the DBE's opportunities to sell to, or act as subcontractor for, any other party. Violation of this requirement would be grounds to deem the bidder non-responsive to this bid solicitation.

The following resources are available to aid bidders in complying with this section:

The State of Georgia Department of Transportation maintains a website listing of Disadvantaged Business Enterprises located at www.dot.ga.gov/PS/Business/DBE

Chatham County Purchasing Department maintains a listing of Disadvantaged Business Enterprises to include Contractors, Consultants and Suppliers. Contact (912) 652-7860.

GA Tech Procurement Assistance Center maintains a listing of Disadvantaged Business Enterprises to include Contractors, Consultants and Suppliers. Contact (912) 963-2524.

Savannah/Hilton Head International Airport Commission maintains a listing of Disadvantaged Business Enterprises to include Contractors, Consultants and Suppliers. Contact (912) 964-0514 or visit the website at www.savannahairport.com

Small Business Assistance Corporation maintains a listing of Disadvantaged Business Enterprises to include Contractors, Consultants and Suppliers. Contact (912) 232-4700 or visit the website at www.sbacsav.com.

NON-DISCRIMINATION STATEMENT

The prime contractor / bidder certifies that:

- (1) No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, or gender in connection with any bid submitted to the City of Savannah or the performance of any contract resulting therefrom;
- (2) That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract or otherwise interested in contracting with this Company, including those companies owned and controlled by racial minorities, cultural minorities, women, and individuals belonging to other socially and economically disadvantaged groups;
- (3) In connection herewith, we acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this Company;
- (4) That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;
- (5) That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;
- (6) That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth herein shall constitute a material breach of contract entitling the City of Savannah to declare the contract in default and to exercise any and all applicable rights and remedies including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

Signature

Title

PROPOSED SCHEDULE OF DBE PARTICIPATION

Any DBE listed in this completed form must be certified by an approved agency such as USDOT, GDOT, or SBA 8(a) prior to the due date of this bid. Proof of DBE certification such as a certificate or letter from the certifying agency is required to accompany the bid. A firm that has submitted an application for DBE certification or an application for DBE certification under review but has not been certified is not qualified as a certified DBE and will not be recognized as such during the City's evaluation process.

Name of Bidder/Proposer: _____ Bid No. _____

Project Title: _____.

NOTE: Proof of DBE certification must be attached to this completed form for all firms listed in the table below.

Name of DBE Participant	Telephone	Email	Address (City, State)	DBE? (Y/N)	Type of Work Sub-Contracted	Sub-contract Value (%)	Sub-contract Value (\$)
						%	
						%	
						%	
						%	
						%	
						%	
Total Base Bid							\$
Total Proposed DBE Subcontracts							\$
Bidder's Proposed DBE Participation							%

The undersigned will enter into a formal agreement with the DBE Subcontractors/Proposers identified herein for work listed in this schedule conditioned upon executing of a contract with the Mayor and Aldermen of the City of Savannah. The Prime's subcontractors' subcontractors must enter into a formal agreement with the tier subcontractor identified herein for work listed in this schedule. It is the responsibility of the Prime contractor to ensure compliance by all subcontractors.

Joint Venture Disclosure

If the prime bidder is a joint venture, please describe below the nature of the joint venture and level of work and financial participation to be provided by the disadvantaged joint venture firm.

Joint Venture Firms	Level of Work	Financial Participation

Printed name (company officer or representative): _____

Signature: _____

Title: _____ Email: _____

Telephone: _____ Fax: _____

CONTRACTOR AFFIDAVIT AND AGREEMENT
Employment Eligibility Verification

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with the City of Savannah has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract with the City of Savannah, contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A. 13-10-91 on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the City of Savannah at the time the subcontractor(s) is retained to perform such service.

EEV / Basic Pilot Program* User Identification Number

BY:

Contractor Name

Date

Signature of Authorized Officer or Agent

Printed Name of Authorized Officer or Agent

Title of Authorized Officer or Agent of Contractor

*As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is the "EEV / Basic Pilot Program" operated by the U. S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA).

* * * * *

Instructions for Completing Contractor Affidavit and Agreement Form

As required under Senate Bill 529 – “Georgia Security and Immigration Compliance Act” of 2006, O.C.G.A. Section 2, Article 3 13-10-91, public employers, their contractors and subcontractors are required to verify the work eligibility of all newly hired employees through an electronic federal work authorization program. The Georgia Department of Labor has added a new Chapter 300-10-1, entitled "Public Employers, Their Contractors and Subcontractors Required to Verify New Employee Work Eligibility Through a Federal Work Authorization Program," to the Rules and Regulations of the State of Georgia. (See website: http://www.dol.state.ga.us/pdf/rules/300_10_1.pdf.) The new rules designate the “Employment Eligibility Verification (EEV) Basic Pilot Program” operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security as the electronic federal work authorization program to be utilized for these purposes. The EEV/Basic Pilot Program can be accessed at: <https://verify.uscis.gov/enroll/StartPage.aspx?JS=YES>. Bidders shall comply with this new rule and submit with your bid the attached “Contractor Affidavit and Agreement.”

Affidavit Verifying Status for City of Savannah Benefit Application

By executing this affidavit under oath, as an applicant for a City of Savannah, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit, Contract or other public benefit as reference in O.C.G.A. Section 50-36-1, I am stating the following with respect to my bid for a City of Savannah contract for _____. [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

1.) _____ I am a citizen of the United States.

OR

2.) _____ I am a legal permanent resident 18 years of age or older.

OR

3.) _____ I am an otherwise qualified alien (8 § USC 1641) or nonimmigrant under the Federal Immigration and Nationality Act (8 USC 1101 *et seq.*) 18 years of age or older and lawfully present in the United States.*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant: _____

Date _____

Printed Name: _____

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
____ DAY OF _____, 20____

* _____
Alien Registration number for non-citizens.

Notary Public
My Commission Expires:

***Instruction for Completing Systematic Alien Verification
for Entitlement (SAVE) Form***

O.C.G.A. § 50-36-1, requires Georgia's cities to comply with the federal **Systematic Alien Verification for Entitlements (SAVE) Program**. SAVE is a federal program used to verify that applicants for certain "public benefits" are legally present in the United States. Contracts with the City are considered "public benefits." Therefore, the successful bidder will be required to provide the Affidavit Verifying Status for City of Savannah Benefit Application prior to receiving any City contract. The affidavit is included as part of this bid package but is only required of the successful bidder.

Attachment A

1. Contractor must be licensed in the State of Georgia and provide proof with submission of proposal.
2. Provide a brief description of your company structure and include owners, management, number of employees, average length of employment, etc. Provide a copy of your last independent audit with auditor's comments. Include any audits by governmental and regulatory agencies.
3. Contractor and its employees must be bonded and insured and contractor must have "errors and omissions" coverage. Identify bond and insurance provider and the amounts of coverage.
4. Briefly describe your collection system, including skip-tracing capabilities.
5. Briefly describe your collections process, including methods of contact, timelines and methods for reporting, and legal services, if applicable.
6. Identify the types of accounts handled by your firm, including relevant experience with government or quasi-government accounts, including utility accounts.
7. Identify the number of accounts handled per year by your firm, the number of accounts serviced per employee, how the accounts are assigned to employees and on what basis employees are paid. Include your collection experience rate and an estimate of the collection rate the City can expect on our accounts.
8. What is the minimum amount of data required from the City of Savannah for you to service our accounts and how will you pass information between your firm and the City? What is the minimum account size (amount) you will accept? How soon after the account is referred does initial contact take place with the debtor?
9. How long do you work accounts before returning them?
10. Describe your policy regarding cancellations at the City's request.
11. Describe your policy regarding agency-initiated cancellations.
12. How would the City's account be serviced? Identify the person(s) responsible for our account. Include title and years of experience in collections.
13. Does your company subcontract any work?
14. Does your company refer information to credit bureau reporting services? Is there a dollar threshold before an account is referred? If so, identify the bureaus used.
15. Identify your attorneys or law firm. What is the dollar limitation on accounts brought to suit, if applicable? Is written authorization from the City required for all accounts before legal action can be initiated?
16. Will your firm provide onsite training for the City's collection staff if it is requested?
17. Please describe typical occasions when you feel it is necessary to contact your clients.
18. Contractor must provide copies of all reports for the services outlined in this RFP.

19. Contractor must provide a copy of disaster recovery plans and the ability to recover in case of emergency.
20. Contractor must provide written quality control guarantees in all operating areas and the most current quality report.
21. Contractor must provide names and phone numbers of four (4) references, preferably within the identified industry or with comparable volumes, who are currently using the services requested in this RFP. Select a mix of long-standing and recent customers.
22. Contractor must provide copies of all agreements that are to be executed if the contract is awarded to your firm.
23. Contractor may be required to make an oral presentation of their proposal.
24. Detail all charges, commissions, fees, terms and conditions for services to be provided as a percent of gross collections. Contractor may include any additional services, along with the costs involved. All such proposals may be accepted or rejected at the City's discretion. Each additional service will be evaluated on the basis of its benefit to the City.
25. What can your firm do for the City of Savannah that other agencies cannot?