



Collection Agencies
(Submission deadline is February 1, 2021)

Purpose

The purpose of this Request for Proposal (RFP) is to partner with an ethical and effective collection agency with providing Colby Community College (CCC) customers with a positive experience resolving unpaid balances.

Overview

CCC understands that debt collection is a highly regulated industry and performs sensitive work on behalf of the institution. Regulations and issues surrounding debt collection change frequently. A successful debt collection company needs to include collaboration with CCC customers to help them resolve their obligations by taking payments and setting up payment plans. Turning over our future accounts to a collection agency involves a great deal of trust, and thus we are seeking transparent access into any collection agency activity that is awarded.

Types of Accounts CCC handles: Educational expenses including tuition, fees, room and board, books and health fees.

Average balance of accounts referred: \$,3600

Average age of accounts referred: One year

Number and dollar amount of any backlog of accounts that will be referred to the winning agency: None

Number and dollar amount referred to collections annually: 133 records in the amount of approximately \$200,000

Current collection rate over time: 22%

CCC reserves the right to reject any and all proposals, and award all or part of the bid and to make the award on merit/or features of design and quality, delivery and availability of parts and service to the best interest of CCC.

Requirements

CCC requires the selected bidder to address the following in their bid:

- 1) How the agency maintains knowledge of current issues
- 2) How modern collection techniques are utilized.
- 3) What rigid data security is in place
- 4) How the agency provides transparency into all account activities
- 5) Provides easy file transfer and communication
- 6) Agency maintains industry certifications and recognition
- 7) Can clearly explain pricing vs recovery rates.

Additionally, please address the following questions:

- Tell us how your agency is responding to increased regulatory oversight from the Consumer Financial Protection Bureau (CFPB).
- Tell us how your agency responds to restrictions on calling and texting cell phones due to the Telephone Consumer Protection Act (TCPA).
- Tell us what requirements your agency maintains for reporting information to credit reporting agencies like Equifax, Transunion, and Experian?
- Tell us how your agency responds to any state and local policy changes that may be affecting your industry and/or CCC customers?
- Describe your agency's mobile friendly website including utilization of live chat and a mobile app?
- Tell us how your agency records a call between consumers and your agents? Are these recordings available to us to listen to?
- Tell us about your agency's use of speech analytic software to evaluate calls based on how well positive keywords are used vs negative phrases. Is your agency able to decipher emotions of between the collector and consumer? Does the software analyze calls for specific compliance elements? Can your software record and store the calls in stereo to allow for analyzing both the consumer and agent separately?
- How many skip-tracing vendors do you use?

Please provide how your agency adheres to PCI Compliance, SSAE16 Certification, and ISO/IEC 27002 Certification.

Please provide screenshots or access to website on how CCC can access collection activity. Please note CCC is seeking for detailed information on each account turned over to your agency including accessing when letters were mailed, when calls were made, what payments have been received and when. The website should also provide comprehensive reporting and statistics so that CCC can monitor overall recovery rates to ensure our expectations are being met.

CCC wants to be ensured that the selected vendor will allow for simple processes including file transfers, change of address or other updated information, allow for CCC to notify agency when a direct payment has been received, receive regular reports on accounts collected to update records, and ability to cancel accounts.

Exclusions

Any project exclusions or any portion of the proposal that cannot be provided must be disclosed in an area labeled exclusions.

Past Performance and References

Please provide a list of three academic institutions who have received services on similar engagements as the one outlined by this RFP and include the information below.

- Client name and headquarter address
- Contact name
- Telephone number
- Email address
- Length of time using your services
- Brief description of the service provided

Failure to provide suitable references to Colby Community College will result in the Supplier's bid being rejected without further consideration.

Deadline for Proposals

Proposals will be received to the Vice President of Business Affairs, Justin Villmer, justin.villmer@colbycc.edu, until February 1, 2021. Electronic submissions via email will be accepted or submission can be mailed to 1255 S Range, Colby, KS 67701 Attention: Justin Villmer.

Vendors are required to prepare and submit, at their own cost, one signed original proposal. Submission must include the Vendor's full response including all attachments, product services and specifications. Electronic submission must be PDF or Microsoft Word format.

Award Date

The Board meeting will be held on Monday, February 15, 2021, to select a vendor. The selected vendor will be notified after approval has been received from the Board of Trustees.

Contact Information: Please direct questions or bids to justin.villmer@colbycc.edu or contact directly at (785) 460-5407.

Statement of Disclosure

The board reserves the right to reject any or all bids, to accept that bid which appears to be in the best interest of the college, to waive any informalities in any part of any bid, and to reject any or all bids received after the date and time specified. Any bid may be withdrawn prior to the scheduled time for the opening of bids. The bidder to whom the award is made may be required to enter into a written contract with the college and provide a performance or public works bond as required by law or the Board of Trustees (where applicable).