



REQUEST FOR PROPOSALS (RFP) T-00620
FOR
DELINQUENT TOLL ACCOUNT COLLECTION SERVICES

RFP Issue Date: 8/4/2020

RFP Response Due Date: 9/3/2020

RESPONSIBLE DEPARTMENT

Rafael Hernandez
Director of Toll Operations

PROCUREMENT DEPARTMENT

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EXHIBIT A – Project Requirements

EXHIBIT B – Public Entity Crimes Form

EXHIBIT C – Drug-Free Workplace Form

EXHIBIT D - Anticipated SBE Participation Statement

EXHIBIT E – Price Proposal Sheet

EXHIBIT F – Recovery Rate Sheet

EXHIBIT G – THEA Collections Interface Control Document

EXHIBIT H - THEA Registration Hold & Release File Processing Interface Control Document

EXHIBIT I – THEA Toll Transaction Billing Cycle

EXHIBIT J – Toll Operations Mailing Inserts

EXHIBIT K – Existing Collections Volumes

EXHIBIT L – THEA Toll Operations Business Rules

I. INTRODUCTION

The Tampa-Hillsborough County Expressway Authority (the "Authority") currently retains the above-mentioned services with a Collection Service Provider (CSP) within the US. The CSP serves the Authority on a turnkey basis as the overall system of records to collect outstanding revenues posted in delinquent toll accounts that have received at least two (2) past due Toll-by-Plate invoices issued by the Florida's Turnpike Enterprise.

The Authority utilizes a fully automated interface with the Florida's Department of Highway Safety and Motor Vehicles (DHSMV), which allows the Authority to request the DHSMV to place vehicle registration hold due to unpaid tolls on all vehicles associated to delinquent account holders.

The Authority currently utilizes the following fee structure for collections of delinquent toll accounts. See **Exhibit I** for more information.

- Upon initial referral, the CSP mails each account a First Notice.
- Per first delinquent account invoice paid by the debtor, the CSP receives a fee of nine dollars (\$9.00). This amount is part of a fee added to all delinquent tolls.
- Between thirty and forty-five days after the mailing of the initial account notice, the CSP will mail each delinquent account a second notice.
- Per delinquent account paid by the debtor at the second notice, the CSP will receive a fee of fifteen dollars (\$15.00). This amount is part of a fee added to all delinquent tolls.
- The \$15.00 fee includes the previous \$9.00 fee for the First Notice plus an additional \$6.00 fee at the Second Notice, for a total of \$15.00. The CSP will initiate the vehicle registration hold process, following the Authority's business rules, for accounts at the issuance of the Second Notice.
- Once the delinquent account is fully satisfied, the CSP will also request from THEA the registration hold to be removed from the DHSMV systems.

II. SCOPE OF SERVICES

The Authority is soliciting proposals from qualified firms to outsource, on a turnkey basis, customer-service and collection related services to enhance customer business satisfaction and maximize revenue collections related to delinquent toll accounts. The CSP shall provide, at a minimum;

1. Office space, utilities, maintenance and administration of the contract;
2. Office furniture and equipment (e.g. desktop computers, phones, copiers, and other necessary equipment);
3. Office consumables (e.g. paper, pens, and other office supplies as necessary);
4. Software and hardware to support Collection Services and interfaces to THEA's Tolling Operational Back-office System (TOBS);
5. Labor/staff, supervisor and management resources;
6. Toll free phone system with integrated payment services utilizing Interactive Voice Response functionality;
7. Manage and reconcile THEA's provided bank accounts for the applicable toll collection services;
8. Credit card payment system, processing costs and Payment Card Industry Data Security Standards compliance;
9. Printing and mailing services;
10. Lockbox services;
11. Desktop website services to provide customers with self-service options;
12. Mobile responsive website services (and optional mobile application) to provide customers with self-service options;
13. Desktop website services to provide THEA with self-service project management, status dashboards and audit options; and;
14. Any alternative communication channels and payment options as proposed by the Vendor and approved by THEA.

III. INSTRUCTIONS TO FIRMS

1. The Authority must receive all submittals at the locations stated in the TIMETABLE, **no later than 2:00 PM Eastern on September 03, 2020**. It shall be the sole responsibility of the firm to have its package delivered to the Authority by U.S. Mail, hand delivery, or any other method available to them; however, facsimile or electronic submittals will not be accepted. Delay in delivery shall not be the responsibility of the Authority. Submittals received after the deadline shall not be considered and may be returned only at the firm's expense.
2. Type size within the proposal shall not be less than 10-point font. The proposal shall be indexed and all pages sequentially numbered. All pages and appendices must be firmly bound or stapled. The Proposals shall be limited to twenty (20) single sided, 8 ½” by 11” pages, exclusive of the following:
 - Transmittal Letter
 - Front and back cover and divider sections
 - Key Staff Resumes
 - Appendices
3. One (1) original, four (4) signed copies and one (1) electronic CD/USB copy of the submittal must be delivered to the Authority’s Procurement Manager in one package, clearly marked on the outside, "Request for Proposals T-00620 for Delinquent Toll Account Collection Services for the Tampa Hillsborough Expressway Authority," with opening time and date, and sent or delivered to:

Man Le ~ Procurement Manager
1104 East Twiggs Street, Suite 300
Tampa, FL 33602
4. The RFP response shall clearly indicate the legal name, federal taxpayer identification number, address, and telephone number of the firm. The person signing the RFP on behalf of the firm shall have the authority to bind the firm to the submitted proposal.
5. The Authority shall not be liable for any expenses incurred in the preparation or presentation of the proposals.
6. The Authority reserves the right to accept or reject any or all proposals, to waive irregularities and technicalities, and to request resubmission or to re-advertise for all or any part of the services. The Authority shall be the sole judge of the submittals and the resulting negotiated agreement. The Authority's decision shall be final.
7. Joint proposals will not be accepted.

8. The successful firm(s) shall be required to execute an agreement, in form and content acceptable to the Authority, indemnifying and holding harmless the Authority, its officials, officers, employees, and agents from all claims.
9. **Firms, their agents, or associates shall refrain from contacting or soliciting any Authority staff or members of the Board of Directors, directly or indirectly, regarding this RFP during the selection process. Failure to comply with this provision may result in the disqualification of the firm. All requests for clarification or additional information should be made in writing via email by August 18, 2020 to: Man.Le@tampa-xway.com .**

IV. QUALIFICATIONS

This RFP shall include, but not be limited to, responses to the following requirements:

1. Transmittal Letter, summarizing the key points in the RFP, and providing recognition of awareness and affirmation of compliance with the requirements. The letter should include, at a minimum, the following (Two (2) page limit):
 - a. Name of the firm submitting the proposal & contact information
 - b. Name and title of the individual with responsibility for this response and to whom matters regarding the RFP should be directed
 - c. Mailing address
 - d. Telephone and e-mail address of the firm's primary contact for the project.
 - e. Statement of binding:
 - i. "I agree to abide by all conditions of RFP T-00620, Delinquent Toll Account Collection Services and certify that all information provided in this proposal is true and correct, that I am authorized to sign this proposal for the respondent and that the respondent is in compliance with all requirements of the RFP."
 - ii. Signature, typed name, position, and date of signature.
2. Describe the firm's qualifications for delivery of the services outlined in the RFP.
3. Describe the firm's experience in delivering similar services to other clients.
4. Describe the experience of the firm's key personnel who will lead delivery of these services. This includes experience with maximizing revenue collection and delivery of high customer satisfaction.
5. Describe the firm's approach to delivery of the services outlined in the RFP. Include specific regard to the methodology associated with a successful transition from the existing vendor's processing of accounts, the existing vendor managed website, the IVR, the Lockbox, and any associated responsibilities as listed within the RFP.
6. A completed Exhibit B – Public Entity Crimes Form as an Appendix.
7. A completed Exhibit C - Drug-Free Workplace Form as an Appendix.
8. A completed Exhibit D - Anticipated SBE Participation Statement as an Appendix.
9. A completed Exhibit E - Price Proposal Sheet as an Appendix.
10. A completed Exhibit F - Recovery Rate Sheet as an Appendix.

V. SELECTION CRITERIA

The Authority desires to select a firm that demonstrates the ability to provide the highest quality of service. To accomplish this goal, the Authority’s criteria for selection shall include, but not be limited to the following:

	RANKING EVALUATION CRITERIA	Maximum Point Value
1	Firm/team’s qualifications for delivering the services outlined in this RFP.	20
2	Firm/teams’ experience in delivery of similar services to other clients.	15
3	Firm/team’s expertise of specific individuals within the firm who would perform the services outlined in this RFP. Specifically address the experience of such individuals with leading teams to maximize revenue collected with high customer satisfaction.	10
4	Firm/team's approach to delivering the services outlined in this RFP, including comprehension of the outlined objectives and goals. This also includes how innovative solutions have been implemented that reduce costs, increase the collection rate, improve the overall customer relationship, or some combination of these factors.	20
5	Price Proposal for the services outlined in the RFP.	30
6	SBE Utilization proposed by the Firm/team.	5
	TOTAL POINTS	100

An Evaluation Committee will review and evaluate the submittals. Posting of Notice of Intended Final Ranking and Award of Contract will be posted on Demandstar and the Authority’s website.

VI. TIMETABLE

EVENT	DATE/TIME
Release of RFP	August 04, 2020
Deadline for Questions/Request for Clarification	August 18, 2020
Addendum Release (if required)	August 20, 2020
<p>RFP Due Date/Time (Deadline)</p> <p>Proposal Opening <i>(Firms are not required to attend, however, this Opening is open to the public)</i></p>	<p>September 03, 2020 by 2 p.m. EST</p>
<p>Evaluation Committee meets to evaluate proposals at: 1104 E Twiggs Street, Suite 300, Tampa, Florida 33602</p> <p><i>(Firms are not required to attend, however, this meeting is open to the public)</i></p>	<p>September 11, 2020 @ 11 a.m.</p>
Posting of Notice of Intended Final Ranking	September 14, 2020
<p>Board Approval of Final Ranking & Award of Contract</p> <p><i>(Firms are not required to attend, however, this meeting is open to the public)</i></p>	September 21, 2020
Posting of Notice of Board Approval & Award of Contract	September 22, 2020

VII. SELECTION AWARD

After the Authority has evaluated the written proposals they may or may not require presentations of the top ranked firms. After the evaluation is completed, the Authority’s selection committee will make a recommendation to the Board.

VIII. TERMS AND CONDITIONS

The Authority reserves the right to reject all proposals, and/or to waive any irregularity or informality with respect to any proposal, at its sole discretion. The Authority further, reserves the right to request clarification of information submitted and to request additional information from one or more firms.

The Authority requires that the Vendor selected will not discriminate under the contract against any person in accordance with federal, state, and local governments' regulations. The Authority

requires the Vendor selected make an affirmative statement to the effect that their retention shall not result in conflict of interests with respect to the Authority.

The Authority requires that the Vendor make an affirmative statement to the effect that they have not contacted, or attempted to contact, any member of the Board of Directors, or Authority staff, except as expressly permitted under paragraph 10 of Instructions to Firms above.

The Vendor agrees to keep the price proposal offer open for acceptance for One Hundred Twenty (120) days after date of opening the Price Proposals.

IX. STATEMENT ON PUBLIC ENTITY CRIMES

Failure of the respondent to certify the firm as free from any "public entity crime" as defined in the Florida Statutes, Subsection 287.133 shall result in rejection or disqualification of the proposal. (See **Exhibit B**)

X. DRUG-FREE WORKPLACE

Failure of the respondent to certify the firm as a drug-free workplace in accordance with Florida Statutes, Subsection 287.087 shall result in rejection or disqualification of the proposal. (See **Exhibit C**)

XI. ANTICIPATED SBE PARTICIPATION STATEMENT

Complete the Anticipated Small Business Enterprise (SBE) Participation Statement and submit with proposal. (See **Exhibit D**).