



## TOWN OF HILTON HEAD ISLAND

### REQUEST FOR PROPOSALS RFP 2017-34 EMS Debt Collection Services

The Town of Hilton Head Island SC is currently seeking proposals from qualified firms to provide EMS debt collection services in accordance with the enclosed scope of work.

Firms responding to this RFP must meet the following minimum qualifications to be considered:

1. Must have adequate technical resources for performance.
2. Must have the necessary experience, organization, and technical skill in the field of EMS collection services.
3. Must have a satisfactory record of performance in developing and implementing similar services.
4. Must have South Carolina EMS debt collections experience.

Sealed proposals are due by **1:00 PM EST., January 31, 2018**. Sealed proposals should be hand carried or delivered by traceable means to the Town Receptionist at One Town Center Court, Hilton Head Island SC 29928. All proposals should be clearly marked "RFP 2017-34 EMS debt collection services."

The proposal evaluation process will be completed within sixty days of receipt of proposals, and the prospective provider of this service will be identified. The pricing data reflected in your proposal must be good through **April 30, 2018**.

All offerors may submit questions or requests for clarification in writing by no later than **January 5, 2018**. After that date, no more questions or requests will be accepted.

The Town reserves the right to accept or reject any or all proposals received as a result of this request for proposals or to negotiate with all qualified offerors, or to cancel, in part or in its entirety, this request for proposals if it is in the Town and Island Recreation's best interest to do so.

This solicitation does not commit the Town to award a contract or to pay for any costs incurred in the preparation of your proposal or to procure or contract for any goods or services.

Your proposal must be signed by an official of your company authorized to commit to and enter into a formal contract for goods and services.

The Town does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of goods and services.

**1.0 GENERAL INFORMATION:**

**1.1 Purpose of RFP**

The purpose of this Request for Proposal (RFP) is to provide interested parties with information to enable them to prepare and submit a proposal for EMS fee debt collection services. The Town intends to select a debt collection firm experienced in EMS debt collection services.

**1.2 Scope of the Project**

The Town's purpose in requesting this proposal is to obtain comprehensive collection fee services for EMS fees. The Town has an average of 4,100 billable EMS services each year.

This request for proposal is specific to service of delinquent EMS accounts past due more than one hundred eighty (180) days.

**2.0 ADMINISTRATIVE AND CONTRACTUAL INFORMATION**

**2.1 Inquiries**

All inquiries for information regarding procurement procedures, selection criteria, proposal submission requirements, technical operating environment, or other fiscal/administrative concerns shall be directed to:

Tom Fultz, Director of Administrative Services  
E-mail: tomf@hiltonheadislandsc.gov  
Phone: (843) 341-4600

For business process questions relating to this RFP, please contact:

Steven Markiw, Deputy Director of Finance  
E-mail: financehhi@hiltonheadislandsc.gov  
Phone: (843) 341-4645

**2.2 RFP Specifications**

This RFP is intended to describe the Town's requirements and provide a response format in sufficient detail to secure comparable proposals.

**2.3 Implied Requirements**

All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the offeror, must be included in the proposal.

**2.4 Offeror-Supplied Materials**

Any material submitted by an offeror shall become the property of the Town and Island Recreation unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

**2.5 Offeror's Proposals**

Offerors must submit a sealed response to this RFP in writing. The proposal must follow the format provided in Section 4 of this document. Any proposals that do not follow the format outlined in this RFP will be deemed non-responsive. Each proposal must be submitted with one (1) original and two (2) copies.

**2.6 Economy of Preparation**

Proposals should be prepared simply and economically. Emphasis should be placed on clarity and content. All of the questions in the requirements sections of this RFP must be completed in their entirety. Any proposal that fails to respond to all the questions will be deemed non-responsive.

**2.7 Term of the Contract**

It is proposed that, should a contract be entered into as a result of this bid proposal request, the Collection Agency schedule of fees and charges for fee collection shall remain unchanged for a minimum of two (2) years and the contract may be renewed each year thereafter for a maximum of three (3) additional one-year periods at the Town's option.

The first six months of the contract will be a trial period during which the results of the Collection Agency's fee collection process will be monitored to ensure that EMS fees are being processed in a professional and confidential manner, and the EMS fee collection rate is improving. The Town will notify the Collection Agency immediately after notification of any issues that are inconsistent with these assurances and will have an opportunity to remedy them within the first six months of the contract. Their remedy will be measured and acknowledged by written response from the Town. The Town has the option to cancel the contract after the six-month trial period if the agency has not performed to the Town's satisfaction.

The contents of the proposal by the successful agency shall become contractual obligations if a contract ensues. Failure of the successful agency to accept these obligations may result in cancellation of the award. The contract shall not be assignable.

**2.8 Response Date**

Sealed proposals to be considered must arrive at Town Hall on or before the date and time specified in this RFP.

Proposals not received by the Town by proposal closing time will be returned, after receipt, unopened to the vendor.

**3.0 RFP EVALUATION PROCESS**

**3.1 Review of Proposals**

The review of submitted proposals will occur as soon as practical following the date they are due. The review process will involve evaluating all proposals for completeness, conformity, clarity, and compliance to the RFP requirements. Proposals not meeting minimum requirements will be considered non-responsive and excluded from further consideration.

**3.2 Video Conference Presentation**

The top three offerors will be scheduled to do a video conference presentation. The presentations will take place on or about the week of **February 12, 2018**.

### **3.3 Selection Process**

Those firms who are considered susceptible for award will be asked to participate in an interview with the Town's selection team for this project. At the conclusion of those discussions the offeror with the highest score utilizing the published selection criteria will be recommended for award.

## **4.0 SCOPE OF SERVICE AND REQUIREMENTS**

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the service specified below, to be considered for award. The minimal requirements are listed here, however, the Town is open to alternatives to meet the requirements that may or may not be described below.

### **4.1 Scope of Service**

1. Provide collection services for delinquent self-pay debts for EMS (ambulance transports) greater than one hundred eighty (180) days.
2. Use "soft collection" techniques when attempting to collect from clients. Collection agencies must clearly articulate the methodology used in the collection process.
3. Comply with all applicable Federal, State, and Local Laws with particular attention to the Consumer Credit Protection Act, Federal Fair Debt Collection Practices Act, and all other application laws.
4. Deal with accounts ethically and diplomatically.
5. Follow confidentiality practices and HIPAA laws and maintain discretion when discussing accounts.
6. Must be able to provide foreign language and hearing impaired capabilities.
7. Provide general availability between the hours of 8 am to 8 pm est., and provide toll-free telephone lines to clients and the Town.
8. Provide detailed steps to be taken once account is received, the number of contacts with the debtor, and how soon after receipt of account will the first activity occurs.
9. Provide an acknowledgment of accounts placed with them within 10 business days of placement.
10. Be able to receive accounts electronically or paper.
11. Provide a monthly collection activities report to the Town.
12. No payment plans will be allowed without the consent of the Town.
13. Skip tracing as necessary.

### **4.2 Experience and Qualifications**

The firm must explain its experience and qualifications in executing similar work for other EMS agencies. Bidders must have South Carolina EMS collections experience.

The firm must explain their qualifications; specifically, provide detail on the credentials of the staff to be assigned to this contract.

### **4.3 Cost Proposal Format**

The price proposal will require the fee for the service to be stated as a percentage amount of actual receipts collected. The percentage rate must remain constant throughout the entire contract term.

**4.4 References**

The firm must provide at least three (3) references from EMS agencies, stating the agency name, address, contact name, contact title, email address, phone number, and length of contract. All references must be from agencies that have been engaged with your firm for least one (1) year.

**5.0 PROPOSAL ORGANIZATION AND FORMAT**

In order to get a uniform review process and to obtain the maximum degree of comparability, it is required that proposals be organized in the manner specified.

**5.1 Title Page**

Show the RFP subject, the name of the proposer's firm, local address, telephone number, name of the contact person and the date.

**5.2 Table of Contents**

Include a clear identification of the material by section and by page number.

**5.3 Introduction**

Proposal shall address the scope of the work objectives, goals and tasks to show or demonstrate the Collection Agency understanding of the nature of the contract

**5.4 Scope of Service**

This section shall address scope and method of collection services, and other services as requested in accordance with Section 4.1.

**5.4 Experience and Qualifications**

This section shall address scope and method of collection services, and other services as requested in accordance with Section 4.2.

**5.5 Cost**

This section should include reference information as outlined in Section 4.3.

**5.6 References**

This section should include reference information as outlined in Section 4.5.

**6.0 PROPOSAL SCORING**

Accepted proposals will be reviewed by an evaluation committee and scored against the stated criteria, which was developed to examine the technical competence and suitability of prospective collection agencies. The Town reserves the right to reject any and all proposals.