May 5, 2016

REQUEST FOR PROPOSAL (RFP)

PROJECT SP16-14

FURNISHING AND DELIVERY OF COLLECTION AGENCY SERVICES

Submittals from minority, women and disadvantaged business enterprises are encouraged.

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<th>SUBMITTAL DEADLINE</th>
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<tr>
<td>2:00 P.M. Local Time, Thursday, May 19, 2016</td>
<td>Original plus Three (3) duplicate copies</td>
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<tr>
<th>DELIVERY BY MAIL</th>
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| Truman State University  
  Attn: Kim Murphy, CPPO, CPPB  
  Purchasing Department  
  106 McClain Hall  
  100 E. Normal Ave.  
  Kirksville, MO 63501 | Truman State University  
  Purchasing Department  
  106 McClain Hall  
  Kirksville, MO 63501 |

Faxed or Electronic submissions will NOT be accepted
PROPOSER REGISTRY FOR NOTIFICATION OF INTENT TO RESPOND

Truman State University

Project SP16-14
FURNISHING AND DELIVERY OF COLLECTION AGENCY SERVICES

Please complete and submit this form prior to the submittal deadline as shown on the Request for Proposal document. Please fax to 660-785-7337 or email to kmurphy@truman.edu. This page is not part of the REF package and must be submitted to notify Truman State University of your interest in this project and for Truman to notify your organization of any addenda. These addenda are issued if there is a need to change the specifications or closing date/time of the request.

INTENT TO RESPOND STATEMENT

_____ YES Our organization plans to submit a response to this solicitation for bids:

Name of Organization: __________________________________________________________
Contact Name: ________________________________________________________________
Contact Address: ______________________________________________________________
Contact Phone Number: __________________________ Fax Number: __________________
Contact Email Address: ________________________________________________________

NO RESPONSE STATEMENT

_____ No Our organization is not submitting a response for the following reason(s):

☐ We do not offer this commodity and/or service or an equivalent
☐ Our schedule would not permit us to perform
☐ The project is too small
☐ The project is too large
☐ Insufficient time to respond to the invitation to bid.
☐ Cannot meet delivery requirements
☐ Licensing restrictions (please explain)
☐ Other reasons or additional comments (please explain below)
REQUEST FOR PROPOSALS
FOR
FURNISHING AND DELIVERY
OF
COLLECTION AGENCY SERVICES

Project No. SP16-14

TRUMAN STATE UNIVERSITY
Kirksville, Missouri

May 2016

Proposal Opening Date: May 19, 2016

Time: 2:00 PM CDT
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Request for Proposal – Notice to Vendors

Truman State University is requesting sealed proposals from qualified firms to provide collection services for the University’s student accounts receivable debt, Foundation Loans debt and Federal Perkins Loans debt.

Proposals are to be addressed and delivered to the Purchasing Department, 106 McClain Hall, Truman State University, Kirksville, MO 63501 until 2:00 PM CDT, Thursday, May 19, 2016, at which time the names of those firms or individuals submitting proposals will be read aloud. No other public disclosure will be made until after an award of the contract.

Request of Proposal documents are available from the University by contacting the below address or on the Purchasing Website at http://www.truman.edu/businessoffice/purchasing/open-bids/.

A one-page Proposer Registry for Notification of Intent to Respond to this RFP document is the second page of the RFP document. This form is required if you plan to submit a proposal and wish to receive any (1) RFP addenda and (2) answers to questions regarding the RFP or addenda that have, in the University’s opinion, general applicability.

The University’s delivery address is:

Truman State University
Purchasing Department
McClain Hall 106
100 East Normal
Kirksville, MO 63501

Kim Murphy, CPPO, CPPB
Purchasing Supervisor
Truman State University
TRUMAN STATE UNIVERSITY
REQUEST FOR PROPOSAL FOR COLLECTION AGENCY SERVICES

A. INTRODUCTION

Truman State University (‘‘Truman or University’’) is soliciting proposals from qualified firms to provide the University services to collect outstanding accounts receivable debts, Foundation Loans debt and Federal Perkins Loans debt.

The University’s intent is to award a contract to a minimum of three (3) Firms. This request for proposal contains background information on the University and specific information that must be included in the proposals submitted. Proposals must be submitted by 2:00 PM, May 19, 2016, to the Purchasing Department.

B. BACKGROUND

Truman State University, Missouri’s only public liberal arts and sciences university, is located in Kirksville, Missouri. Truman has an enrollment of approximately 6,000, primarily full-time, degree seeking students. The institution has highly selective admission requirements and focuses on traditional undergraduate programs and offers several master’s degrees.

Founded in 1867, Truman has a long history of being recognized nationally for its innovative assessment program and commitment to providing a high-quality liberal arts and sciences education at an affordable price.

Truman State University seeks proposals for the purpose of obtaining a relationship with qualified Collection Agencies beginning July 1, 2016 and going through June 30, 2021.

C. SCOPE OF SERVICES

General Requirements: The purpose of this RFP is to solicit specific proposals for collection services of our accounts receivable debt, Foundation Loans debt and Federal Perkins Loans debt. Various departments of the University utilize the services of collection agencies on contract to assist them with collection of accounts. It is the intent of the University to award a contract to a minimum of three (3) Firms.

Because of the varied needs of the University, proposals are sought from collection agencies that specialize/are strong in the following areas:

- Specialize in collection of university fees
- Specialize in student loan collections
- Strong in St. Louis area
- Strong in Kansas City area
- Strong nationally and internationally
The University forwarded the following estimated amounts to collection agencies on contract during the last year:

- University Fees: $255,000
- Student Loans: $225,000

Collection services for the University are currently being handled by General Revenue Corporation, Williams and Fudge, and Windham Professionals.

D. SUBMISSION OF PROPOSAL & CONTRACT AWARD

Proposal responses must be signed, sealed and returned (with all necessary attachments) to the following address on or before 2:00 PM on Thursday, May 19, 2016.

Truman State University  
Purchasing Department  
106 McClain Hall  
Kirksville, MO 63501  
Atttn: Kim Murphy, CPPO, CPPB

One (1) original and five (5) copies of the proposal response are required to be submitted. Proposal responses will not be accepted by fax machine. All proposals shall be sealed in a package and clearly marked "Request for Proposal, Project SP16-14 for Collection Agency Services". Proposals will be accepted up to the time and date shown as indicated above. Firms are responsible for ensuring that proposals are received by the deadline. Proposals received after the deadline will be considered non-responsive and will be removed from consideration on this basis. Proposals delayed due to carrier schedule will be deemed unresponsive. Contact the Purchasing Agent for recommended carriers.

Before submitting a proposal, Firms should become thoroughly familiar with all contract conditions referred to in this document, and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP. It shall be the Firm's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

All copies and contents thereof of any proposal, attachment, and explanation thereto submitted in response to this Request for Proposal, except copyright material, shall become the property of the University. All copyright material must be clearly marked.

All records received from a Firm will be deemed public records and presumed to be open. If the Firm submits with the proposal any information claimed to be exempt under the Revised Statues of Missouri, Chapter 610, this information must be placed in a separate envelope and marked with:

"This data shall not be disclosed outside the University or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the proposal; however, if a contract is awarded to this Firm as a result of or in connection with the submission of such information, the University shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the University's right to use information contained herein if it is obtained from another source."
If your proposal contains any information you consider to be proprietary, you must place it in a separate envelope and mark it “Proprietary Information”. The University is the final authority as to the extent of material that is considered proprietary or confidential. Pricing information cannot be considered proprietary. The University is subject to the State of Missouri’s “Open Records” law.

If these specifications or any resulting contract(s) involves health care services or products, the selected Firm(s) agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to the Selected Firm(s) with regard to patients of the University. All services provided pursuant to this contract(s) shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, Sections 261-264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and the Health Care Financing Administration.

The Selected Firm(s) represents that the Selected Firm(s) is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program including Medicare and Medicaid. The Selected Firm(s) agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

All respondents shall include prices in their proposal and shall assume and pay all taxes and contributions, including State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either the Federal Excise Taxes or Missouri Sales Tax.

The University reserves the right to reject any or all proposals or any part thereof, or to accept any proposal, or any part thereof, or to withhold the award and to waive or decline to waive irregularities in any proposal when the University determines that it is in their best interest to do so.

Specific questions regarding specifications and technical requirements of this RFP document must be submitted in writing and forwarded to the address noted above and directed to the Purchasing Department, Kim Murphy, Purchasing Supervisor; faxed to 660.785.7337 or emailed to kmurphy@truman.edu. Submission questions and subsequent responses will be issued as an addendum to all prospective Firms on file. No oral explanation in regard to the meaning of the specifications will be made, and no oral interpretation will be given before the award of the contract. In case of any doubt or difference of opinion as to the true intent of the specifications, the decision of the Comptroller, Truman State University, shall be final and binding upon all parties. No addenda will be issued later than 72 hours prior to the time and date scheduled for the receipt of responses except an addendum postponing or withdrawing the RFP.

Any respondent may withdraw their proposal at any time prior to the scheduled closing time for the receipt of proposals but no respondent may withdraw their proposal for a period of ninety (90) days after the scheduled closing time for the receipt of proposals. Only written requests for the modification or corrections of a previously submitted proposal, which are addressed in the same manner as proposals and are received by the University prior to the scheduled closing time for the receipt of proposals, will be corrected in accordance with such written requests; provided that any such written request is to be contained in a sealed envelope which is plainly marked "Modifications of Proposal on Furnishing and Delivery of Collection Services - Project No. SP16-14". Oral or telephonic modifications or
corrections of proposals cannot be submitted after the scheduled closing time for the receipt of proposals.

Firms must show evidence of financial responsibility to enter into this relationship and to fiscally sustain this project by providing current audited financial statements, which includes the most current quarter and last year-end including Balance Sheet, Income Statement, and Statement of Cash Flows for their company. Please include a description of any litigation in which the Firm’s company is currently involved, as well as indicating any potential conflict of interest and plans for avoiding the conflict. The Firm should place this information in a separate, sealed envelope, marked with “Financial Statements”, and place with the “Original” response only. This information will be used to determine overall financial strength of the Firm’s company and will be maintained as confidential information by the University.

Disclosure of any information to the possibility of proposed takeovers; both for this company by another company, or any takeovers of other service providers by this company, must be provided.

If the Firm plans to subcontract any of the work described in the scope of work, the Firm must respond to all items for each proposed subcontractor. If a Firm plans a joint venture with another company, the Firm shall specify accordingly and respond to all items for each company involved in the joint venture.

Proposals shall be prepared simply and succinctly providing a straightforward, concise description of the Firm’s abilities to satisfy the requirements of this request. Emphasis shall be on completeness and clarity of content.

Any award of a contract/purchase order resulting from the RFP document will be made only by written authorization (contract/purchase order) from the Purchasing Department.

To facilitate the evaluation process, Firms are requested to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein. Each distinctive section should be titled with each individual evaluation category and all materials related to that category should be included therein. Firms are requested to provide the requested information in their response.

E. PROPOSAL REQUIREMENTS

The Firm must respond to this RFP document by submitting all data required herein for their proposal response to be evaluated and considered for award. Failure to submit such data may be deemed sufficient cause for disqualification of a proposal response from further consideration for award.

Proposal responses should be as thorough and detailed as possible so that Truman may properly evaluate the Firm’s capabilities to provide the required services. Experience, reliability, and economic stability of the Firm’s organizations are considered in the evaluation process. Therefore, the Firm is advised to submit any information that documents successful and reliable experience in past performances, especially those performances related to the requirements of the RFP document, as well as financial backing of the organization to ensure successful completion of the contract.
The following items should be specifically addressed in the proposal submitted and must reference the item number: This information will be used in the evaluation criteria. Proposals not in this format will not be reviewed.

1. **Firm Background and Organizational Stability**

   1.1. Provide an overview of your firm. Provide a description of organization and history including organizational chart. State the number of years in business. If not under present firm names, list previous firm names and number of years in business.
   1.2. List office locations and number of employees per location.
   1.3. Identify office location the University could contact for transacting business. List address, office manager and address. List the length of office manager’s employment.
   1.4. Provide the ownership structure of your firm.
   1.5. Provide the amount of time employed and background qualifications of each of your employees that will be designated to work on the University’s accounts. Evidence of strong skill set in relevant collection work of employees is desirable.
   1.6. Evidence of an extensive and quality training program is desirable. Explain the type of training new and/or existing employees receive, such as in-house or external training and by what agency.
   1.7. How are your employees compensated – straight salary, salary/commission, or straight commission? What is the commission rate? Evidence of a fair and incentive based compensation program, which will maximize University collections, is desired.
   1.8. Number of current clients as of December 2015 and the number of higher education clients in the past four years.

2. **Qualifications**

   2.1. Describe your firm’s experience in providing debt collection services similar to those included in this Request for Proposal. Proposal shall present evidence of experience, qualifications, financial responsibility and ability to carry out the terms of the contract. Include experience with higher education institutions of similar size, type and structure as Truman. Include those higher education institutions in Missouri.

   2.2. Provide current audited financial statements, which includes the most current quarter and last year-end including Balance Sheet, Income Statement, and Statement of Cash Flows for their company.

3. **References and Work History**

   3.1. Past experience with the University is desirable. Has your agency every worked with Truman State University? If so, describe the working relationship and your agency’s success rate with the University’s accounts.

   3.2. List a sampling of higher education institutions you currently collect for, including contact name, telephone number, name of entity, address, dates of the contract and brief written description of the specific services provided for purposes of verification. The list must include colleges and universities. Include those from the state of Missouri. Evaluation will be based upon the quality of the references provided.

   3.3. List two (2) higher education institutions that you formerly collected for but do not any longer. Include contact names and telephone numbers. Evaluation will be based upon the quality of previous clients references provided.
4. Mandatory Requirements

4.1 Firms must complete Exhibit A – Mandatory Requirements. Complete the section following each requirement, as explained, and return pages with the Proposal Form - Exhibit B. It is the Firm’s responsibility to supply sufficient and complete information for a full evaluation of all items in this section.

5. Fees

5.1. Provide the fee structure and proposed fees that would apply to this proposal on Exhibit A - Proposal Form.

6. Other Requested Information

6.1 Provide a copy of the contact form we would be signing should your firm be the successful proposer.
6.2 Provide a list of contracts on hand. Include the type of contract, the purchaser, the amount of the contract and percent completed.
6.3 Provide the number of contracts on which default was made. Provide a description of defaulted contracts and the reason for the default.
6.4 Indicate the areas of specialization for your organization. Also, please answer and describe for each question below.
   Specialize in student loan collections?
   Strong in the St. Louis area?
   Strong in the Kansas City area?
   Strong nationally and internationally?
6.5 Respondent must describe any past legal action brought against their Firm or any principal, partner, or officer of the Firm during the past five years. Describe any such actions currently pending. Include the resolution of any past action.
6.6 Provide a list of bank references.
6.7 Provide Better Business Bureau current rating.

F. Evaluation Method for Proposals

1. All proposals received from qualified Firms will be evaluated. Truman reserves the right to accept or reject any or all proposals submitted for consideration. Truman reserves the right to accept or reject any or all proposals submitted for consideration. In addition, Truman reserves the right to negotiate specific aspects of a proposal submitted. Only proposals that meet the mandatory requirements outlined in Exhibit C will be considered for evaluation. The selection committee will first determine whether a proposal satisfies the requirements stated in this RFP document.

2. All responsive and responsible proposals will be subjected to a comparative assessment of the published evaluation criteria. The award of a contract/purchase order will be based on the best proposal response in accordance with the evaluation criteria listed below. Evaluation points are the maximum number of points that can be assigned to a respondent’s proposal. The award of the contract(s) will be granted to the respondents that receive the most points of the 100 points possible. Points will be assigned in the best judgment of the University.
3. The University reserves the right to make an award to the responsive and responsible Proposer whose service meets the terms, conditions and specifications of the RFP and whose proposal is considered to best serve the University’s interests. Award of the contract will be made to the Firm(s) who provides the best combination of services, cost and value as determined by Truman.

4. After the initial screening process, those Firms whose proposals are selected for further consideration may be asked to participate in a conference call with the committee in advance of the final selection. Firms who are selected to participate in the conference calls will be contacted. It is requested that the person who will be directly responsible for servicing the account be present on this call. Firms are cautioned not to contact employees of Truman concerning this RFP during the evaluation process. All contact must be made through the Purchasing Agent.

5. Truman reserves the right to consider historic information and fact, whether gained from the Firm’s proposal response, question and answer conferences, references, or any other source, in the evaluation process. Truman shall have the right to take such steps as it deems necessary to determine the ability of a Firm to perform the work, and each Firm shall furnish to Truman such information and data for this purpose as it may request. The right is reserved to reject any proposal response where an investigation, or consideration of the information submitted by such Firm, does not satisfy Truman that the Firm is qualified to carry out properly the terms of these specifications.

6. The Firm is cautioned that it is the Firm’s sole responsibility to submit information related to the evaluation categories and that Truman is under no obligation to solicit such information if it is not included with the Firm’s proposal response. Failure of the Firm to submit such information may cause an adverse impact on the evaluation of the Firm’s proposal response. Inaccuracy, misstatement and/or misrepresentation may be sufficient cause for rejection of a proposal.

7. Prices shall remain firm for acceptance for a period of 90 days from date of proposal opening in order to allow complete evaluation and testing.

8. Collection fee percentage shall be firm, fixed for the entire contract period.

9. The final determination of award shall be made by Truman no later than June --, 2016. Pursuant to Section 610.021 RSMo, proposals and related documents shall not be available for public review until after a contract is executed or all proposals are rejected. Truman will notify all Firms responding to this RFP the Firm whom has been selected to perform these services. Any proposal award protest must be received within 10 days after the date of notification of award in accordance with the State statute.
G. General Contractual Requirements

1. Any award of a contract resulting from this RFP document will be made only by written authorization from the University’s Purchasing Department. Proposals will be awarded based upon the lowest cost and the criteria set forth in this document. Award shall be made a minimum of three of the respondents, based on the recommendations of the evaluation team.

Throughout the contract period, the individual University departments reserve the right to choose a Firm(s) from the list of Selected Firms that best meets its needs when services are needed.

The University reserves the right to allow for additional negotiation with the Selected Firm(s) regarding its fees and to improve terms and conditions specific to the end-using department.

This is not an exclusive contract and the University reserves the right to obtain similar or like services outside of the contract. The inability of any Firm to meet the requirements mentioned above may be cause for rejection of their proposal.

2. The contract between Truman and the selected Firm shall consist of (1) RFP and any amendments thereto, (2) the proposal submitted by the selected Firm in response to this RFP, (3) Letter of Award, and (4) University Purchase Order/Contract. In the event of a conflict in language between the two documents referenced above, the provisions and requirements set forth and/or referenced in the RFP shall govern. However, Truman reserves the right to clarify any contractual relationship in writing with the concurrence of the selected Firm and such written clarification shall govern in case of conflict with the applicable requirements stated in this RFP or the selected Firm’s proposal response. In all other matters not affected by the written clarification, if any, the RFP shall govern.

The Firm is cautioned that its proposal shall be subject to acceptance by Truman without further clarification.

3. Any change in the contract including the Scope of Work described herein, whether by modification or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representatives of the selected Firm and Truman. Any amendments to the contract shall (1) specify an effective date; (2) specify any increases or decreases in the amount of the selected Firm’s compensation, if applicable; (3) describe changes, if any, to the provisions of the contract; (4) be entitled as an “Amendment”; and (5) signed by the parties identified in the preceding sentence. The selected Firm expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any person, shall be used or construed as an amendment to the contract.

4. The selected Firm(s) shall, within ten (10) days after the receipt of formal notice of award of the contract, enter into a written contract, in duplicate, prepared by the University. Firms may submit sample contracts for review by the University with their response.

5. The term of the contract shall be from July 1, 2016 through June 30, 2021

6. All reports, data and materials developed or acquired by the selected Firm as a direct requirement specified in the contract/purchase order shall become the property of Truman and must be treated as confidential information. All reports, data or materials that may reveal names or identification numbers of individuals, employees, or corporate entities, if not returned to Truman, must be properly destroyed so as to keep such information confidential. No reports or materials prepared, as
required by the contract/purchase order, shall be released to the public without the prior written consent of Truman.

7. The selected Firm(s) shall not at any time sell, convey, transfer, mortgage or assign any interest in the contract/purchase order, either in whole or in part, nor any of its rights, title, interest or privilege hereunder whatsoever, in the contract/purchase order without the prior written consent of Truman.

8. The Firm(s) selected for the contract will be required to provide professional risk management services as defined in the RFP. The selected Firm(s) chosen to fulfill the contract is responsible for maintaining, during the life of the contract, appropriate general and professional liability insurance in the amount of at least $2,000,000 per occurrence. Any Firm(s) to the contracted party will also maintain appropriate professional liability coverage during the period of the contract between the University and the contracted party.

The Firm(s) selected must provide evidence of the appropriate coverage being in place and in force. Such proof will be required within 30 days following the execution of the contract for Collection Services and be in the form of a Certificate of Insurance which must include Truman State University as an additional names insured. If at any time during the contract period, said insurance is cancelled, the Firm(s) is required to provide notice to the University of the cancellation within 48 hours of receipt of the Notice of Cancellation.

9. Firms agree that they presently have no interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the services hereunder. Firms further agree that no person having any such known interest shall be employed or conveyed an interest, directly or indirectly, in the contract/purchase order.

10. Firms shall not provide any perquisites, favors, or gifts to any Truman employees which tend to curry favor with any specific persons or which incur expenses to be borne by Truman. Firms shall not attempt to gain support and appreciation from any group of employees other than providing the high quality consulting services possible.

11. Firms shall not offer any gift to the University or its Board of Governors or the Truman State University Foundation or its Board of Directors or any of their representatives pursuant to an active or open bidding, purchasing or any other procurement process.

12. In the event that time and materials is a portion of this proposal, the University reserves the right to audit Firm's records concerning this proposal. Additionally, for any services, the University reserves the right to conduct audits as deemed necessary.

13. Upon filing for any bankruptcy or insolvency proceeding by or against the Firm, whether voluntary or involuntary, or upon the appointment of a receiver, trustee or assignee for the benefits of creditors, the Firm must notify Truman immediately. Upon learning of such actions, Truman reserves the right at its sole discretion to either cancel or reaffirm the contract.

14. Truman may cancel the contract at any time for a breach of any contractual obligation by providing the selected Firm(s) and Surety with a written notice of such cancellation. At its sole discretion, the University may give the Firm an opportunity to cure the breach or to explain how the breach will be cured. If the Firm fails to cure the breach, the University reserves the right to obtain services to be provided pursuant to the contract from other sources and charge the contractor for any additional
costs incurred as a result. Should Truman exercise its right to cancel the contract/purchase order for such a reason, the cancellation shall become effective on the date as specified in the Notice of Cancellation sent to the selected Firm.

15. Truman reserves the right to terminate the contract at any time without penalty or recourse, by giving written notice to the Firm(s) and Surety at least 30 days prior to the effective date of such termination. In the event of termination pursuant to this paragraph, all documents, data, reports, supplies, equipment and accomplishments prepared, furnished or completed by the Firm pursuant to the terms of the contract shall, at the option of Truman, become the property of Truman. The Firm(s) shall be entitled to receive just and equitable compensation for that work completed pursuant to the contract prior to the effective date of termination.

16. Any written notice of the Firm shall be deemed sufficient when deposited in the United States mail, postage prepaid, and addressed to the Firm or at its address as listed on the signature page of the contract, or as such address as the Firm may have requested in writing.

17. As a public institution, Truman must follow State of Missouri rules and regulations regarding the procurement of services. Data obtained through this consulting process must be handled as confidential and may not be shared with other firms who may want to do business with Truman without the prior written approval of the University’s Purchasing Department. Any future business with Truman will be obtained through a proposal process.

18. The contract shall be construed according to the laws of the State of Missouri. The Firm shall comply with all local, state and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.

19. The Firm represents himself/herself to be an independent contractor offering such services to the general public and shall not represent itself or its employees to be an employee of Truman. Therefore, the selected Firm shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc. and agrees to indemnify, save and hold Truman, its officers, agents and employees, harmless from and against any and all loss; cost (including attorney fees); and damage of any kind related to such matters.

20. The selected Firm(s) and all subcontracted Firms doing business with Truman must agree not to discriminate on the basis of race, color, religion, national origin, sex, disability or veteran status. If discrimination by the selected Firm(s) or subcontracted Firm is found to exist, Truman will take appropriate action which may include, but not be limited to, cancellation of the contract, removal from all bidders’ lists until corrective action is made and ensured, and referral to the Attorney General’s Office.

15. Missouri Preference Executive Order: Proposals are being sought from Missouri and out-of-state companies. As a public institution, Truman State University must follow State of Missouri rules and regulations regarding the procurement of services. Executive Order 03-27 states Missouri state government agencies shall purchase a Missouri product unless it is determined that the value (including, but not limited to price, performance and quality) of the Missouri product does not meet the needs of the user. In assessing value, Truman may consider the economic impact to the State of Missouri for Missouri products versus the economic impact if products generated from out of state.
This economic impact may include the revenues returned to the state through tax revenue obligations.

Vendors must provide the following information as it relates to this RFP:

a. A description of the proposed services that will be performed and/or the proposed products that will be provided by Missourians and/or Missouri products.

b. A description of the economic impact returned to the State of Missouri through tax revenue obligations.

c. A description of the Vendor’s economic presence with the State of Missouri (e.g., type of facilities: sales office; sales outlets; divisions; manufacturing; warehouse; other including Missouri employee statistics).

d. If any products and/or services offered under this RFP are being manufactured or performed at sites outside the continental United States, the Vendor must disclose such fact and provide details with their proposal.

e. MBE/WBE Certification. In accordance with Executive Order 98-21, firms are encouraged and may be required per the RFP to utilize certified minority and women-owned business in selecting other appropriate resources. Executive Order 98-21 directs state agencies to increase the participation of certified minority business enterprises (MBE) and women business enterprises (WBE) in state procurements. MBE/WBE certification by the State of Missouri, Office of Administration, Office of Equal Opportunity is required to be considered an eligible MBE/WBE in meeting participation goals. If you qualify as a MBE or a WBE as defined in 37.020 RSMo, please mark the appropriate blank below. To obtain an application for certification, go to the OEO Internet website and download an application at http://oa.mo.gov/oswd/mbewbe.htm or contact the MBE/WBE Certification Program at 573.751.8130 or 877.259.2963.
TRUMAN STATE UNIVERSITY
PROPOSAL CERTIFICATION

The Firm certifies it is authorized to obligate the represented firm and further agrees with all terms, conditions, and requirements of the Truman’s RFP.

The Firm further certifies the responses and resulting proposal to Truman’s Request for Proposal are true and accurate.

In submitting a response to Truman’s RFP, the Firm understands that Truman retains the right to reject any and all proposals and to waive irregularities and informalities therein, and to award the contract in the best interests of Truman. It is also understood that proposals may not be withdrawn for a period of 90 days after the date and time set for the receipt of proposals.

The Firm hereby affirms:

(1) That I am the Firm (if the Firm is an individual), a partner in the Firm (if the Firm is a partnership), or an officer or employee of the Firm having authority to sign on its behalf (if the Firm is a corporation);

(2) That the proposal has been arrived at by the Firm independently, and has been submitted without collusion with, and without any agreement, understanding, or planned common course of action with, any other vendor of materials, supplies, equipment or services described in the RFP designed to limit independent bidding or competition;

(3) That the contents of the proposal has not been communicated by the Firm or its employees or agents to any person not an employee or agent of the Firm or its surety on any bond furnished with the proposal, and will not be communicated to any such person prior to the official opening of the proposal; and

(4) That the Firm has fully assured in regarding of the accuracy of the statements made in their response.

(5) The Firm is registered with and maintains good standing with the Secretary of State of the State of Missouri, as may be required by law or regulation.

(6) The undersigned certifies that their firm (check one) _____ IS or _____ IS NOT currently debarred, suspended, or proposed for debarment by any federal or state entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

In compliance with this RFP document, Project No. SP16-14, and after carefully reviewing all the terms, conditions, and requirements contained therein, the undersigned agrees to furnish such services in accordance with the specifications of this RFP.

________________________________________
Authorized Signature
________________________________________
Date

________________________________________
Print Name
Title

________________________________________
Company
Federal Tax ID No.

________________________________________
Address
Telephone Number

________________________________________
City, State, Zip
Fax Number

Individual   Partnership   Corporation
Circle one

Licensed to do business in Missouri? _________ Yes    _______ No

This form must be completed, signed and returned with the proposal.
Exhibit A
Mandatory Requirements

Respondents shall indicate below each requirement whether the service meets or exceeds the requirement. To aid in evaluation of proposals, a checklist has been provided at each subsection of the requirements of the proposal. A brief explanation on how to use the checklist follows:

____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement

Comments:__________________________________________

Instructions on Completion:

The respondent shall mark the first statement “Meets or exceeds the specified requirement” only if your Firm meets or exceeds every part of the requirement stated in the subsection. If more space is needed for comments or a description, attach a page with the additional information and identify them by the associated section number.

The second statement, the respondent shall mark “Does not meet the specified requirement”, if your Firm does not meet the requirement.

Additional information may be provided in the comments section.

1. Firm(s) must have specific individuals (with designated alternates) to contact regarding day-to-day operations for servicing of accounts. If there are different contacts or offices depending on the type of account (student, loan, clinic, etc.), list and identify each. Provide resumes of the individuals that will be assigned to the University.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

List different contacts or offices, if applicable, by account type:

2. Firm(s) shall be responsible for providing all necessary collection forms. The University reserves the right to approve/disapprove content of the forms to be used by the Selected Firm(s). Provide specific examples of your organizations forms, paper and electronic. Provide how electronic forms are accessed.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:
3. Firm(s) shall provide a monthly list of all bad checks received on a separate report.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

4. Firm(s) must work with a reputable attorney in collection procedures. *State attorney names and addresses utilized in collection procedures.* Selected Firm(s) will be required and maintain in force a signed contract from each attorney selected to represent the selected Firm(s) and the University.

Attorney names/addresses:

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

5. Firm(s) must provide University with updated addresses of debtor.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

6. Firm(s) dealing with student loans shall be required to maintain and provide at their expense a Truman State University Trust Account for all monies collected. The University must have access to sign on to the account online.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

7. In the event monies are collected as a result of legal action, the Firm(s) shall submit a statement to the University. This statement should show a total amount remitted by debtor and a breakdown showing amount to attorney, court costs, amount to the University, Firm(s) commission and gross amount to the University to that effect.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:
8. Selected Firm(s) must have the capability of a separate skip-tracing unit for bad address accounts. Selected Firm(s) agree to adhere to the FDCPA (Fair Debt Collection Practices Act) in its skip-tracing efforts.

_____ Meets or exceeds the specified requirement  
_____ Does not meet specified requirement  
Comments:

9. Firm(s) must provide free in-house collection seminar(s) and training to the University upon request. *Describe seminars and training available at no charge.*

Seminars/Training:

_____ Meets or exceeds the specified requirement  
_____ Does not meet specified requirement  
Comments:

10. Firm(s) must be a member of a collection association. *Provide a list of association memberships.*

_____ List attached. (Clearly reference to this requirement.)  
_____ Meets or exceeds the specified requirement  
_____ Does not meet specified requirement  
Comments:

11. Firm(s) must provide the following reports. *Respondent should provide samples of each with proposal. The Selected Firm(s) shall provide these and/or other reports upon request.*

a. Separate reports for each department forwarding account.

b. Acknowledgement of accounts forwarded for collection.

c. Monthly reports that reflect the accumulative alphabetical listing of all accounts turned over including activity.
   Data required;  
   Date placed, Amount placed, Current balance,  
   Debtor’s status, Last contact date, University account number.

d. List of cancelled accounts as they occur and summary of collection activity.

e. Monthly inventory of accounts and status of each account.

f. Monthly remittance statement must include debtor’s name, University account number, date debtor made payment, code for type of payment (i.e. partial, paid in full, etc.), gross amount paid to agency, gross
amount paid to University if debtor’s payment was sent directly to the University rather than the agency, total amount due agency, net amount due the University, and debtor’s current balance.

Are samples of each report provided with your proposal? _____
Clearly reference them to this paragraph.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

12. Firm(s) must have current computer capability to handle account placements, a payment file based on specified format (see Attachment A), and returns electronically. Identify computer capabilities and available services; specifically, the ability to receive, close and return accounts electronically and ability to correct and maintain addresses. List type of computer system used.

Computer Capabilities and Type of System:

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

13. Firm(s) must provide a monthly summary of account activity each month. This summary is to include total number of accounts worked, total number of collection calls attempted, and total number of collection contracts achieved.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

14. No Selected Firm(s) employee can have a past due account with the University.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:
15. Firm(s) shall promptly undertake, through proper and lawful means, the collection of all amounts referred by the University without regard to the amount. Firm(s) shall not, under any circumstances, use any threats, intimidation, or harassment of debtor, or any parties, in the collection of accounts or violate any Federal or State law, rule or regulation issued pursuant thereto as pertains to activities of the Firm(s). Describe internal policies in place to insure these conditions are met.

Internal Policies:

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

16. Firm(s) shall indemnify and save harmless the University, its officers, employees and agents from any loss, cost, damage or expense including reasonable attorney fees incurred as a result of Selected Firm(s) actions pursuant to this agreement or any agent of Selected Firm(s). As further protection, the selected Firm(s) shall maintain satisfactory liability insurance, which will protect both the selected Firm(s) and the University, in the minimum amount of $100,000 personal injury for one person, $300,000 personal injury aggregate and $2,000,000 property damage.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

17. The Firm(s) shall understand and agree that the University reserves the right to audit Selected Firm(s) records regarding this contract.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:

18. Firm(s) shall understand that the University shall perform appropriate oral or written demands informing the debtor to the consequences of his failure to make payments prior to turning accounts over to Selected Firm(s).

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement
Comments:
Remittance:
The Selected Firm(s) shall remit to the University, monthly, **ALL** gross monies collected, including any pre- and post-judgment interest. The remittance is to be accompanied by a statement of monies collected showing original amount, the amount of payment, date of payment, payment to client, commission due, remaining balances, and status on the accounts and an electronic payment file (see 8.13) for the purpose of electronic payment posting. Selected Firm(s) shall submit collections to the University within 30 days after receipt.

Upon review of each statement by the University, University will remit to Selected Firm(s) its appropriate collection fee as stated in contract. In the event that payment is made directly to the University by debtor following referral of the account to Selected Firm(s), University shall pay Selected Firm(s) the collection fee for such account. Provided, however, if payment to the University is unrelated to effort undertaken by the Selected Firm(s), the University shall have no obligation to pay such a fee. If payment is received within 10 days of placement, the Selected Firm(s) shall charge no fee. In the event of a debt being reduced by University’s cancellation, Selected Firm(s)’s fee shall apply only to the amount actually collected and not to the amount of the reduction. Commission on student loans will be disclosed at the time of placement based on straight method, not a percentage of the amount collected. Commissions on Perkins Loans will be disclosed at the time of placement based on the fee-on-fee method.

_____ Meets or exceeds the specified requirement  
_____ Does not meet specified requirement  
Comments:

Collection Procedures:
The Selected Firm(s) shall implement thorough collection procedures in the attempt to achieve a maximum recovery of debts. Selected Firm(s) shall have no authority to file suit on any account referred by University. The Selected Firm(s) must receive written authority from the University prior to filing suit on any account. The University reserves the right to approve any attorneys involved with approved authority to file suit. Selected Firm(s) shall make every effort to collect amounts prior to making suit recommendations. If Selected Firm(s) is requesting authority to file suit, a copy of a current credit bureau report must accompany the request.

Any filing fees required for institution of legal action shall be advanced by the Selected Firm(s). In the event monies are collected as a result of legal action, the Selected Firm(s) shall deduct the filing fee from the collected amount.

Selected Firm(s) shall suspend action either temporarily or permanently on any account, upon notification by University. If Selected Firm(s) has no evidence of probability to collect or no legal action taken after six (6) months from referral date, account shall be returned to University. In addition, upon request by the University, Selected Firm(s) shall immediately return an account to the University. There is to be no penalty assessed to University for accounts suspended or returned to University.

If a debtor files for bankruptcy, Selected Firm(s) shall cease and desist and return account to University immediately with the bankruptcy notice.

Selected Firm(s) shall submit a list every 30 days on active accounts. Selected Firm(s) shall notify the University on all closed accounts within 30 days and include a summary of all collection activity.

_____ Meets or exceeds the specified requirement  
_____ Does not meet specified requirement  
Comments:
21. Selected Firm(s) shall reimburse the University for any amount which becomes uncollectible or which is lost due to any act or omission of the Selected Firm(s). Such acts or omissions may include, but are not limited to, accepting a compromise settlement for less than the total amount due without authorization of the University, acknowledging that a payment constitutes payment in full when in fact the account is not paid in full, failing to update accounts resulting in a court judgment which includes less than the amount due and payable, and failing to promptly notify appropriate personnel at the University of a bankruptcy filing so as to allow the timely filing of a claim or other appropriate response.

_____ Meets or exceeds the specified requirement  
_____ Does not meet specified requirement  
Comments:

22. The Selected Firm(s) shall be responsible for all of its clerical activities related to collection services for the University. The University shall not be liable for any costs or expenses incurred by the selected Firm(s) in the collection of the accounts.

_____ Meets or exceeds the specified requirement  
_____ Does not meet specified requirement  
Comments:

23. Health Insurance Portability and Accountability Act requires the University to have contractual compliance by each external business performing services for the University or on our behalf that have access to patient and employee confidential information. Selected Firm(s) working with the University’s health clinic collections will be required to comply and sign a statement of agreement that includes the following terms. The University must also be sure that each individual employed by the external selected Firm(s) or performing services as a contracted individual having access to the same type of information, agree to comply and sign a statement of agreement.

1. PATIENT CONFIDENTIALITY

“(Name of other party) agrees to neither disclose nor use for any purpose not explicitly described herein, during or after the term of this Agreement, any information contained in or derived from protected health information (as such term is defined in final regulations promulgated by the U.S. Department of Health and Human Services, or until such final regulations are promulgated, in proposed regulations published in the Federal Register on November 3, 1999), or other information (collectively referred to as “The Information”) which is provided by the University Health Clinic to (_________) for the sole purpose of providing services under this Agreement.

(__________) shall not use or further disclose The Information, other than as required to fulfill the obligations of this Agreement, without the express written consent of University Health Clinic. (__________) shall implement safeguards to prevent use or disclosure of The Information, and shall immediately report any use or disclosure of The Information in violation of this Agreement to University Health Clinic. In the event (__________) engages other business partners, including sub-selected Firm(s), in performing services under this Agreement, such other business partners will be required to execute a Confidentiality and Non-Disclosure agreement prior to such engagement. (__________) agrees to make available to University Health Clinic and the Secretary of the Department of Health and Human
Services (or his or her designee) copies of its internal practices, policies and procedures, books and records relating to the use and disclosure of The Information.

(___________) agrees that it will use and maintain sufficient security procedures to ensure that all transmissions of The Information are authorized as required by law, and to protect all The Information from improper access by others.”

2. Compliance

“(___________) shall be responsible for obtaining all necessary licenses, approvals and permits, and shall be required to fulfill the terms of this Agreement.”

3. HIPAA regulations

“(__________) understands and agrees that University Health Clinic may be regulated under federal or state laws with regard to the protection of patient information. In the event University Health Clinic is, or become during the term of this Agreement, so regulated, (__________) agrees to act in accordance with said regulations as if this Agreement had been amended to incorporate such regulatory requirements, and further agrees to assume financial responsibility for any and all penalties, damages or other loss incurred by University Health Clinic as a result of (__________)’s breach of such regulatory requirements and/or this Agreement.

4. Confidentiality Statement

All _____________ employees who provide services under this contract shall sign a confidentiality agreement with University Health Clinic. A copy of that confidentiality agreement is attached to this document.

Confidentiality Agreement

I understand that The Board of Governors of Truman State University on behalf of University Health Clinic (“University”) has a legal and ethical obligation to protect the privacy of all patients and to guard the confidentiality of their health information. Additionally, the University must assure the confidentiality of its human resources, payroll, fiscal, research, computer systems, and management and billing information (collectively referred to hereafter as “confidential information.”)

In the course of my contract/ my employer’s contract with the University, I understand that I may come into the possession of confidential information of the University. I further understand that I must sign and comply with this Confidentiality Agreement in order to obtain authorization for access to any of the University’s confidential information.

As a condition of and in consideration of my access to confidential information, I agree as follows:

1. I will use confidential information only as needed to perform my legitimate duties under the contract. This means, among other things, that I will only access confidential information for which I have a need to know; and I will not in any way divulge, copy, release, sell, loan, review, alter or destroy any confidential information except as properly authorized within the scope of my duties under the contract.

2. I will not misuse confidential information or treat confidential information carelessly.

3. I will not discuss confidential information where others can overhear the conversation. It is not acceptable to discuss confidential information in public areas even if a patient’s name is not used.
4. I will not make inquiries about confidential information for other personnel who do not have proper authorization to access such confidential information. I will safeguard and will not disclose my access code or any other authorization I have that allows me to access confidential information.

5. I will not make unauthorized transmissions, inquiries, modifications, or purging of confidential information in the University’s computer system. Such unauthorized transmissions include, but are not limited to, reviewing/ copying information about patients other than as required under the contract, and removing or transferring confidential information to unauthorized locations.

6. I understand that all computer access activity is subject to audit by the University.

7. I understand that a violation of this Agreement could result in legal action and/or liability against me and/or my employer.

   _____ Meets or exceeds the specified requirement
   _____ Does not meet specified requirement
   Comments:

24. For Student Loan Collections, Selected Firm(s) shall be expected to follow applicable Federal Regulations regarding bonding and insuring.

   Selected Firm(s) not authorized to deduct its fees from borrowers’ payments must be bonded or insured in an amount not less than $500,000 to protect the University’s interest in collections.

   _____ Meets or exceeds the specified requirement
   _____ Does not meet specified requirement
   Comments:

25. Firm(s) must allow the University the right to recall accounts at any time for any reason upon written notification; provided, however, that any payments received by either the selected Firm(s) or the University for such accounts within 90 days after the notification of withdrawal shall be subject to the collection fee portion in the contract.

   _____ Meets or exceeds the specified requirement
   _____ Does not meet specified requirement
   Comments:

26. Firm(s) must allow the University to have accounts held for specific periods of time without any collection effort or reporting to credit bureaus. These are protested balance accounts and the University needs time to investigate and determine validity.

   _____ Meets or exceeds the specified requirement
   _____ Does not meet specified requirement
   Comments:
27. The Selected Firm(s) shall report accounts that meet the following criteria to its national credit reporting agencies.
   a) non contested accounts
   b) non-hold collection effort accounts
   c) accounts that have had a 90 day stay placed on them, but are no longer contested

   _____ Meets or exceeds the specified requirement
   _____ Does not meet specified requirement
   Comments:

28. For health clinic collections, the selected Firm(s) may make percentage discount settlements when they believe it is a prudent business decision. The Selected Firm(s) must deduct the same percentage discount from its contingency fees that it asks the University to deduct from the account balance. This does not apply to student loans, which must be approved if the “paid in full” amount is less than the total amount due.

   _____ Meets or exceeds the specified requirement
   _____ Does not meet specified requirement
   Comments:

29. Selected Firm(s) must report each type of account separately to the University Business Office.

   _____ Meets or exceeds the specified requirement
   _____ Does not meet specified requirement
   Comments:

30. Selected Firm(s) must retain detailed records of each account’s collection transactions that must be available to the University upon request.

   _____ Meets or exceeds the specified requirement
   _____ Does not meet specified requirement
   Comments:

31. For health clinic collections, Selected Firm(s) must file discovered Insurance, Medicare, Medicaid, Champus, on UB-92 and/or HCFA 1500 and continue follow up until paid in full.

   _____ Meets or exceeds the specified requirement
   _____ Does not meet specified requirement
   Comments:
32. Selected Firm(s) agree to comply with the Federal Family Education Rights and Privacy Act and the State Privacy Act and will not disseminate any information received from the University to outside agencies or bureaus without written consent from the University.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement

Comments:

33. Debtors in Government Service. The University shall not knowingly refer an account to the selected Firm(s) when the debtor is presently serving in the United States Armed Forces, Vista, or the Peace Corps and if such an account is referred to the selected Firm(s) will not be obligated to accept it.

_____ Meets or exceeds the specified requirement
_____ Does not meet specified requirement

Comments:
EXHIBIT B
PROPOSAL FORM

COLLECTION FEES:

Firms should include all information requested in the space provided below or on an attached and clearly referenced page(s).

The collection fee(s) shall be as follows and are a percentage of the total amount collected.

<table>
<thead>
<tr>
<th>All others:</th>
<th>Perkins Loan Collections (fee-on-fee method):</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Placement</td>
<td>First Placement</td>
</tr>
<tr>
<td>*Legal Action Required</td>
<td>*Legal Action Required</td>
</tr>
<tr>
<td>Second Placement</td>
<td>Second Placement</td>
</tr>
<tr>
<td>_____%</td>
<td>_____% of total placed</td>
</tr>
</tbody>
</table>

EXAMPLE OF COMMISSION ON $1000 PLACEMENT:

Indicate the amounts on $1000 placed: 

| First Placement--% of total placed: $_____ | amount due University: $________ |
| Legal Action Required--% of total placed: $_____ | amount due University: $________ |
| Second Placement--% of total placed: $_____ | amount due University: $________ |

Incoming payment of $100 to be split as follows:

<table>
<thead>
<tr>
<th>amount due University:</th>
<th>amount due Agency:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$________</td>
<td>$________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>amount due University:</th>
<th>amount due Agency:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$________</td>
<td>$________</td>
</tr>
</tbody>
</table>

Said fee will be the sole consideration paid selected Firm(s). University shall not be liable for any cost or expense incurred in the collection of accounts, except as noted in paragraphs 8.19 and 8.20 of the Specification pages.

*If the court awards attorney’s fees as part of the judgment, that amount will be deducted from the collection fee paid to the Selected Firm(s).

It is understood and agreed that all prices given herein include all taxes payable by virtue of the furnishing and delivery of the item(s) included within the proposal.
Collection Procedures: 25 points

It is the Respondent’s responsibility to supply sufficient and complete information for a full evaluation of all items in this section.

1. Respondent should have methods for contacting debtor. Explain methods of contacting debtor and provide samples of written correspondence to debtors. Evaluation will be based upon the quality of the response and samples provided.

2. Respondent should have a procedure in place for the University to turn over accounts. Explain the procedure for turning accounts over to your agency and note any deviations of requirements. Evaluation will be based upon how well the procedure meets with University needs.

3. Respondent should have collections procedures and policies. Include a copy of your collection procedures and standards graduated by dollar thresholds. Also include a copy of your current collection policies. Evaluation will be based upon quality of procedures and standards described.

4. List and provide evidence of the average contacts made by your collectors per day.

5. How do you verify or handle complaints our clients have about type of treatment; e.g., name calling, etc.? Evaluation will be based upon quality of complaint handling and responsiveness described.

6. Respondent should monitor collector’s calls and activities. Explain any methods used by your agency to monitor collector’s calls and activities, especially in case of complaints about a particular collector. Evaluation will be based upon the quality of the monitoring process described.

7. Explain your agency’s “early out” program and procedures whereby the University could place balances from day 1 the debt becomes past due instead of 90-120 days. Outline the fee structure for these placements. "Early Out" pertains to an account where the student is not pursued internally at all if they become past due. Instead, it is turned over to a collection agency to begin pursing as soon as they become past due, even for one day past due.

8. Explain and outline the fee schedule for monitoring long-term payment accounts.

9. Verify your organization’s ability to place balance on consumer credit report after specified time.