

Solicitation Amendment No. 001

To: Prospective Bidder/Offeror:	Date:
Prospective Proposers	October 28, 2013
Project Title:	Project No.:
Financial Collection Services	RFP 14-03
<p>1. Proposal Due Date/Time: Changed from</p> <p>HCC will accept sealed proposals in original form to provide the required products and services until <u>2:00 PM</u> (local time) on <u>October 30, 2013</u>. Proposals will be received in the Procurement Operations Department, 3100 Main Street (11th Floor, Room 11A06), Houston, Texas 77002. Late proposals properly identified will be returned to proposer unopened. Late proposals will not be considered under any circumstances.</p> <p>Changed to:</p> <p>HCC will accept sealed proposals in original form to provide the required products and services until <u>2:00 PM</u> (local time) on <u>November 7, 2013</u>. Proposals will be received in the Procurement Operations Department, 3100 Main Street (11th Floor, Room 11A06), Houston, Texas 77002. Late proposals properly identified will be returned to proposer unopened. Late proposals will not be considered under any circumstances.</p> <p>2. The following pages are changed and replaced in entirety as follows:</p> <ul style="list-style-type: none"> a) Page 2-Table of Contents (Correct the order of attachments no. 2, 3 and the table of contents page numbering) b) Page 3-Summary of RFP (Correct the reference to attachment no. 3 change to no. 2 Scope of Services) c) Page 7-Instructions to Proposers (Remove attachment no. 11 from chart no. 2 "Preparation and Submittal Instructions") d) Page 11-Business Relationship Strength (Added provision no. 9) e) Page 23-Schedule of Items and Prices (Changed table format to include first and second placement) f) Page 39-3.5 Quality (Removed line (iii) from provision 3.5) <p>The above pages are attached with this amendment 001.</p> <p>All other terms and conditions remain unchanged.</p>	
Acknowledgement of Amendment No. by:	Date:
Company Name (Bidder/Offerer):	
Signed by:	
Name (Type or Print):	Title:

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Note: Attachments 1, 8, and 10 must be signed and notarized.

Sample Contract Documents (The resulting contract will include at least the following documents)	
Exhibit A:	Proposal / Award Form
Exhibit B:	Schedule of Items and Prices
Exhibit C:	Scope of Services
Exhibit G:	Insurance Requirements, if appropriate
Exhibit H:	Proposer Questionnaire

**HOUSTON COMMUNITY COLLEGE
REQUEST FOR PROPOSALS**

Date: October 2, 2013
Project Title: Financial Collection Services
Project No.: RFP 14-03

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ISSUED BY:
Houston Community College
Procurement Operations Department
3100 Main Street (11th Floor)
Houston, Texas 77002

SUBMIT INQUIRES TO:
Name: Phillip Barker
Title: Senior Buyer
Telephone: (713) 718-5005
Fax: (713) 718-2113
Email: phillip.barker@hccs.edu

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I. SUMMARY OF RFP

1. Project Overview:

Houston Community College ("HCC") and the Houston Community College Public Facility Corporation, collectively, (HCC) or (College) is seeking proposals from qualified firms to provide Financial Collection Services as described in Attachment No. 2 Scope of Services, and in accordance with the terms, conditions and requirements set forth in the Request for Proposal (RFP).

PROPOSERS ARE CAUTIONED TO READ THE INFORMATION CONTAINED IN THIS RFP CAREFULLY AND TO SUBMIT A COMPLETE RESPONSE TO ALL REQUIREMENTS AND QUESTIONS AS DIRECTED.

2. Award / Contract Approval:

This Procurement, any award under this procurement, and the resulting contract, if any, is subject to approval by HCC Board of Trustees. Subsequent to Board approval, the only person authorized to commit HCC contractually is the Chancellor or designee. This solicitation is a request for proposals and neither this solicitation nor the response or proposal from any prospective proposer shall create a contractual relationship that would bind HCC until such time as both HCC and the selected proposer sign a legally binding contract, which includes, without limitation, the terms required by HCC as set forth in Attachment No. 1.

3. Pre-Proposal Meeting: _____Mandatory X Not Mandatory _____ Not Applicable

A pre-proposal meeting will be held in the Procurement Operations Department, 3100 Main Street (2nd Floor, Seminar B) Houston, Texas 77002 on Tuesday October 10, 2013 at 10:00am (local time).

The purpose of this pre-proposal conference is to allow potential Proposers an opportunity to present questions and obtain clarification relative to any facets of this solicitation. Proposers are encouraged to present all questions relative to this Request for Proposal at the pre-proposal conference. A copy of this solicitation should be brought to the pre-proposal conference. Any changes resulting from this conference will be issued in a written addendum to the RFP solicitation.

4. Proposal Due Date / Time:

HCC will accept sealed proposals in original form to provide the required products and services

II. INSTRUCTIONS TO PROPOSERS

1. General Instructions:

- a. Proposers should carefully read the information contained herein and submit a complete response to all requirements and questions as directed.
- b. Proposals and any other information submitted by Proposers in response to this Request for Proposal shall become the property of HCC.
- c. HCC will not provide compensation to Proposers for any expenses incurred by the Proposer(s) for proposal preparation or for any demonstrations that may be made, unless otherwise expressly stated. Proposers submit proposals at their own risk and expense.
- d. Proposals which are qualified with conditional clauses, or alterations, or items not called for in the RFP documents, or irregularities of any kind are subject to disqualification by HCC, at its option.
- e. Each proposal should be prepared simply and economically, providing a straightforward, concise description of your firm's ability to meet the requirements of this RFP. Emphasis should be on completeness, clarity of content, responsiveness to the requirements, and an understanding of HCC's needs.
- f. HCC makes no guarantee that an award will be made as a result of this RFP, and reserves the right to accept or reject any or all proposals, waive any formalities or minor technical inconsistencies, or delete any item/requirements from this RFP or resulting Agreement when deemed to be in HCC's best interest. Representations made within the proposal will be binding on responding firms. HCC will not be bound to act by any previous communication or proposal submitted by the firms other than this RFP.
- g. Firms wishing to submit a "No-Response" are requested to return the first page of the Proposal / Contact Award Form (**ref. Attachment No. 1**). The returned form should indicate your company's name and include the words "No-Response" in the right-hand column.
- h. Failure to comply with the requirements contained in this Request for Proposal may result in the rejection of your proposal.

2. Preparation and Submittal Instructions:

- a. Respondents must complete, sign and return the following documents indicated below:

Attachment No. 1	Proposal/Contract Award Form
Attachment No. 2	Schedule of Items and Prices
Attachment No. 4	Determination of Good Faith Effort Form
Attachment No. 5	Small Business Unavailability Certificate
Attachment No. 6	Contractor & Subcontractor/Supplier Participation Form
Attachment No. 7	Small Business Development Questionnaire
Attachment No. 8	Proposer Certifications
Attachment No. 9	Conflict of Interest Questionnaire
Attachment No. 10	Financial Interests / Potential Conflicts of Interests
Attachment No. 12	Sample Contract

Note: Attachments 1, 8, and 10 must be signed and notarized.

7. Postponement of Proposals Due Date/Time:

Notwithstanding the date/time for receipt of proposals established in this solicitation, the date and time established herein for receiving proposals may be postponed solely at HCC's discretion.

8. Oral Presentations:

During the process of selecting a company to provide the required products and services, oral presentations may or may not be held. Each proposer should be prepared to make a presentation to HCC. The presentations must show that the proposer clearly understands the requirements of the solicitation, and has a strategic plan and approach to complete the work including presentation of Financial Collection Services management and operations plans and space utilization, etc.

9. Business Relationship Strength:

"Business Relationship Strength" for the purpose of this RFP shall mean the definition and commitment of the Proposer towards a mutually successful "relationship" between the selected contractor and HCC for the duration of the Project. Proposer's Statement of Qualification must include their definition, proposal and commitment to forge, foster and maintain a mutually successful "relationship" with HCC. At a minimum, your response must include: (a) your definition of a mutually successful "relationship" between your firm and HCC; and (b) your firm's commitment to a mutually successful "relationship" in the form of at least three, and not more than five, specific, obtainable criteria, activities, agreements or requirements that shall, subject to negotiation and mutual consent, become features of the awarded contract and shall guide the HCC-Contractor relationship for the duration of the Project.

Provide any other details regarding special services, products, advantages or other benefits offered to HCC by the Proposer.

10. Small Business Development Program (SBDP):

- a. HCC has adopted a Small Business Development Program for small businesses attempting to provide goods and/or services as prime contractors or as subcontractors to other prime contractors to HCC. The program is designed to prevent discrimination by ensuring that small, underutilized and disadvantaged businesses are informed and prepared to compete for HCC procurements. HCC will neither discriminate nor select vendors on the basis of race, color, national origin, religion, gender, age, disability, sexual orientation or veteran status in its procurement selection process.
- b. Small businesses whose gross annual income averaged over the past three (3) years does not exceed the Small Business Administration's size standard as specified in 13 CFR Part 121 are eligible to apply for participation in the program.
- c. For this solicitation, HCC has established **Best Effort** of the total amount of the proposal as its goal for Small Business participation.
- d. Good Faith Efforts: HCC will make a good faith effort to utilize small businesses in all contracts. The annual program goals may be met by contracting directly with small businesses or indirectly through subcontracting opportunities. Therefore, any business that contracts with HCC will be required to make a good faith effort to award subcontracts to small businesses. The subcontracting goal applies to all vendors regardless of their status. By implementing the following procedures, a contractor shall be presumed to have made a good faith effort:

ATTACHMENT NO. 3
RFP 14-03
SCHEDULE OF ITEMS AND PRICES

Firm Name: _____

The proposer shall provide a firm fixed percentage for each of the following for providing the services in accordance with the provisions and requirements of this RFP. All costs associated with the providing the required services shall be included in the stated prices.

Part 1-First Placements – Collection Services		Percentage Fee
1.	Collection Services for Delinquent Student Accounts (Tuition and Fees) without the filing of lawsuits	%
2.	Collection Services for Non-Sufficient Funds Student Accounts without the filing of lawsuits	%
3.	Non-Sufficient Funds Checks (NSF)	%

Part 2-Second Placements – Collection Services		Percentage Fee
1.	Collection Services for Delinquent Student Accounts (Tuition and Fees) without the filing of lawsuits	%
2.	Collection Services for Non-Sufficient Funds Student Accounts without the filing of lawsuits	%
3.	Non-Sufficient Funds Checks (NSF)	%

HCC anticipates awarding a total of three contracts; two (2) contracts for first placements and one (1) contract for second placements. Each contractor will be eligible for a single placement and may not be awarded a contract for both first and second placements.

HCC will identify the starting balance for each quarter after payments have posted. Any new placements will increase the starting balance for the quarter.

The percentage fee that the Collection Agency shall collect from the debtor shall be based on the original balance of the accounts referred for collection, i.e.- Account Balance - \$1,000.00 (due to HCC) Collection Fee due to Contractor (if fee is 10%) - \$1,000.00 x 10% = \$100.00. Collection Fee due to Contractor (if fee is 21%) - \$1,000.00 x 21% = \$210.00. HCC will pay the percent of the principle which is owed HCC.

- Price must be clearly stated.
- Delinquent student account receivable balances can include housing charges, meal plan charges, library fines, parking fines, conduct fines, financial aid, Return of Title IV repayments, non-sufficient fund payments and fees, tuition, student activity fees, course fees, and bookstore charges.

3.0 Technical Proposal:

Your Technical Proposal should clearly define (i) your Company's total capabilities, (ii) your qualifications to perform the work, (iii) your ability to perform the services outlined in Attachment No. 3, (iv) your understanding of HCC, and (v) what differentiates you from your competitors. At a minimum, your Technical Proposal shall include the following:

3.1 Cover letter: The cover letter shall not exceed 2 pages in length, summarizing key points in the proposal.

3.2 Qualifications and Experience of Personnel:

(a) Provide a project-staffing plan including resumes for all proposed "key" staff members who will be assigned to this account and defining their role in supporting the HCC account, Describe experience levels of each key individual. Describe how sufficient numbers of agents will be assigned to the HCC account to adequately handle the needs of HCC;

(b) Provide your criteria for hiring including screening, criminal background checks, or any other means of verification of employee information, or explain other means for ensuring the integrity and suitability of the Proposer's employees.

(c) Please specify number of employees in the collection business and areas of responsibilities, and annual account volume handled by your company.

3.3 Implementation Plan: Provide a detailed *Start-up Implementation Schedule* identifying key tasks and milestones commencing date of contract award through opening day. Your response should clearly define both your and HCC's responsibilities and resources required during the implementation phase.

3.4 Training: Describe your training and development program of both full time and part-time personnel (i.e., students or temporary / contracted workers) as it relates to customer service, policies and procedures, quality control, and general business operations.

3.5 Quality: (a) Please identify the key metrics you propose to use to measure your performance in delivering services to HCC. Your response should indicate the frequency of the measurement, how it will be used to continually improve performance, and how this information will be shared with HCC. Your response should include how you measure and monitor production quality, ensure delivery / turnaround times are being met, and how problems are tracked, escalated (if required) both internally and with the customer. (b) Please describe the number and type of instances for which your company received unsatisfactory ratings from the customers. The listing must include the following items: (i) date of violation; (ii) remedy.

3.6 Customer Satisfaction: How do you measure and monitor customer satisfaction; describe the method used, frequency, and how results are reported.

3.7 Capabilities and Capacity:

(a) Proposer shall clearly define its in-house capability and capacity to perform the work identified in Attachment No. 3. Your response must describe the various technologies, tools, methods, and technical expertise that you will provide to HCC and / or that will be used in the delivery of the services and how that will be of benefit in the delivery of services to HCC. The successful vendor must satisfy HCC that it has adequate experience and capabilities in the collection of student account collections.