



# LEON COUNTY TAX COLLECTOR

## ADMINISTRATION

Post Office Box 1835  
Tallahassee, Florida 32302-1835  
(850)487-1766

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January 25, 2012

## REQUEST FOR QUOTES

**ITEM:** Tangible Personal Property Delinquent Account  
Collections Services (4 year term with an additional 4 year  
term option)

**RESPONSE DEADLINE:** February 15, 2012

**RESPOND TO:** Mr. Barry G. Brooks, Chief Deputy Tax Collector –  
Administration  
3425 Thomasville Road, Suite 19  
Tallahassee, Florida 32309  
(850)487-1766

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### SUMMARY:

The Tax Collector desires quotes from vendors interested in providing delinquent collection services for Tangible Personal Property taxes. Currently, this function is performed with in-house resources, but the Tax Collector views a trend in out-sourcing this activity favorably as Florida law authorizes collection costs to be borne by the delinquent account holders.

**Please provide the following information:**

**Name & Address of Responding Business:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Business Owner:** \_\_\_\_\_

**Business Contact with Telephone Number:** \_\_\_\_\_ **Tel:** \_\_\_\_\_

**Years of Operation:** \_\_\_\_\_ **Geographic Service Area: Local** \_\_\_ **State** \_\_\_

Please attach copies of State or Local operating licenses/certifications (requirement for consideration).

Please attach copies of appropriate liability insurance coverage (requirement for consideration).

Please provide a summary of your business model (required for consideration).

Please provide your proposed method and level of consideration with appropriate legal authority supporting such charges and proposed methodology of calculation.

If claiming MBE preference, please provide a valid State or Leon County certification.

Please provide three business/governmental references with contact information:

	(1)	(2)	(3)
Entity	_____	_____	_____
Contact	_____	_____	_____
Tel:	_____	_____	_____

Please sign the following statement:

I, \_\_\_\_\_, representing the above referenced company, do hereby acknowledge the receipt of this RFQ and by my signature below have read, understood and addressed all of the requirements outlined in this document.

Signature	Title	Date
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## **SPECIFICATIONS:**

- Collect delinquent TPP accounts in a manner consistent with the Leon County Tax Collector's professionalism standards.
  1. Standard communication documents for Leon County accounts must be approved in advance.
  2. Contractor staff must be courteous and maintain a professional appearance when operating in the field.
  3. Contractor may not engage in illegal, unreasonable and/or unprofessional collection practices.
- Collect on all delinquent TPP accounts authorized for collection by the Tax Collector.
  1. All delinquent TPP accounts will generally be available for contractor collection efforts. Accounts not available for collection will be identified by the Tax Collector through a mutually acceptable notification process.
  2. Collections for the most current year of delinquency will commence effective May 1 or the first following business day of each year.)
- Establish a liaison and effective method of communication with the Tax Collector's staff.
  1. Contractor will provide a staff contact and the Tax Collector will designate a primary contact for the purpose sharing pertinent information related to collection activities and priorities.
  2. The Tax Collector's contact will communicate appropriate legal milestones (i.e. ratification of warrants).
- Establish mutually agreeable payment process for contractor collected delinquent accounts.
  1. Delinquent accounts may be paid "in-full" at any of the Tax Collector's Customer Service Centers.
  2. Delinquent accounts may be paid "on-line" at [www.leontaxcollector.net](http://www.leontaxcollector.net).
  3. Delinquent accounts may be paid to a contractor's agent with appropriate documentation and same day or without unreasonable delay in the credit of payment to the Tax Collector.
  4. Delinquent accounts may be paid through the establishment of an appropriate "ACH" payment plan.
- Establish a method of payment for the contractor.
  1. Monthly distribution of contractor collection fees may be instituted through a mutually agreeable process.
  2. The amount of contractor collection fees will be by a mutually agreed percentage and calculated and assessed on the original amount of the tax delinquency (gross amount of taxes) and will be applied to the delinquent account on May 1 (or first business day thereafter) of the delinquent year.
  3. The vendor will collect all tax amounts due for any particular account regardless of the timing of the collection fee (i.e. delinquent account that is "going out of business"...the delinquent amount is owed along with an "estimated" amount for the current year tax obligation).
- Establish an acceptable method of exchanging system data regarding delinquent accounts.

**SCORING OF SUBMISSION:**

Pricing Costs & Structure:	30%
Compatibility of Business Process:	30%
Reference Evaluation:	15%
Years of Collection Experience:	15%
Certified MBE Preference:	5%
Local/Florida Preference:	5%
<b>TOTAL</b>	<b>100%</b>

**SELECTION:**

All submissions will be scored and evaluated by the Chief Deputy Tax Collector – Administration. Results of the scoring will be provided to the Tax Collector for final selection.

Detailed contract negotiations with the Tax Collector’s selected vendor will follow. If unsuccessful, the second most responsive bidder will be contacted for negotiations.

The Tax Collector reserves the right to waive all non-material errors and omissions in a vendor’s response. Additionally, the Tax Collector may reject a vendor’s response in whole for any material error or omission. Finally, the Tax Collector reserves the right to reject all responses and issue another RFQ.

**GENERAL INFORMATION:**

Please return the first three pages of this document with the required supporting documentation.

If additional information is required to submit a quote, please e-mail your request to Mr. Barry Brooks at “brooks@leoncountyfl.gov.”

**If you have an objection concerning the selection or selection process, you may state your objection in writing to the Chief Deputy Tax Collector- Administration within 10 working days of the bid award. Any appeals of the Chief Deputy’s decision may be made directly to the Tax Collector within 5 working days, and all decisions of the Tax Collector are final.**

**Subject:** Leon County Tax Collector - RFQ - Tangible Personal Property - Delinquent Account  
 Collection Services  
**Created By:** BrooksB@leoncountyfl.gov  
**Scheduled Date:**  
**Creation Date:** 2/16/2012 11:06 AM  
**From:** Barry Brooks

Recipient	Action	Date & Time	Comment
CC: Allison McPhau (McPhauA@leoncountyfl.gov)	Read	2/16/2012 11:06 AM	
BC: Barry Brooks (BrooksB@leoncountyfl.gov)	Read	2/16/2012 11:07 AM	
To: corey.hamilton@lgs.com (corey.hamilton@lgs.com)	Transferred	2/16/2012 11:07 AM	
CC: Doris Maloy (MaloyD@leoncountyfl.gov)	Read	2/16/2012 2:59 PM	
To: jack.frazier@sallemae.com (jack.frazier@sallemae.com)	Transferred	2/16/2012 11:07 AM	
To: Ray Williams (williams@revenue-recovery.net)	Transferred	2/16/2012 11:08 AM	
To: scott.lindley@clientservices.com (scott.lindley@clientservices.com)	Transferred	2/16/2012 11:08 AM	