Solicitation Information
14 May 2012

RFP#: 7449724

TITLE: Offender Fee Collection Services

Submission Deadline: 6 June 2012 @ 11:00 AM (EDT)}

PRE-BID/ PROPOSAL CONFERENCE: No

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.ri.gov and must be received no later than 24 May 2012 @ 12:00 Noon (EDT). Questions should be submitted in a *Microsoft Word* format. Please reference the RFP# on all correspondence. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation (www.purchasing.ri.gov). It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: Yes (Fiduciary Bond, in the amount of $200,000, for the contract term)

Jerome D. Moynihan, C.P.M., CPPO
Assistant Director for Special Projects

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Corrections, referred to as the "State" is soliciting proposals from qualified firms to provide billing and collection services related to the assessment of offender fees in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at: *http://www.purchasing.ri.gov*

This is a Request for Proposals, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

The State reserves the right to issue an award for a portion of the services proposed by the vendor.

Instructions and Notifications:

- Potential offerors are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.

- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

- **All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.** The State reserves the right to negotiate lower rates than the stated maximum rates. If multiple vendors are selected, the State reserves the right to compare and contract lower rates among the selected vendor(s).

- The State reserves the right to contact a bidder in writing to clarify a proposal.

- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are encouraged, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

- The offeror's status as a *Minority Business Enterprise (MBE),* certified by the Rhode Island Department of Administration, and/or a subcontracting plan which addresses the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website at http://www.mbe.ri.gov or to speak with an MBE Officer call (401)-574-8253 or contact Dorinda.Keene@doa.ri.gov.

- Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

- Offerors are advised that all materials submitted to the State for consideration in response to this Request for Proposals will be considered to be Public Records as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception. This information will be released for inspection, immediately upon request, once an award has been made.

- In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state *until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State* (401 222-3040). This will be a requirement only of the successful vendor(s).

- The successful offeror will be required to certify to the Rhode Island Department of Corrections that it is in compliance with applicable civil rights laws and regulations. These laws and regulations relate to issues concerning Equal Employment Opportunity, Limited English Proficiency, and other anti-discrimination laws. The successful offeror may also be required to prepare an Equal Employment Opportunity Plan. A certification of assurances form will be provided to you upon notification of tentative award. Further information regarding these assurances may be obtained upon request from RIDOC's Office of Financial Resources (phone: 401-462-2555 or email: FinRes@doc.ri.gov) or by visiting the U.S. Department of Justice Civil Rights website: www.ojp.usdoj.gov/ocr/assistance.htm.

- The State of RI operates a debt offset program for the collection of fees and debts owed to the State. If a debt, fee, or any portion thereof, becomes recoverable through activities carried out by the State or a federal offset program, the State reserves the right to withdraw the amount or recoverable portion for collection services. No collection fee shall be paid to any vendor on

the amount collected through State or federal activities such as debt offset or data matching programs.

- Services provided under this contract shall be a three (3) year duration with two (2) one (1) year extensions renewable at the State's option, and will be in accordance with the State's General Conditions of Purchase.

- The State retains the right to terminate services of a vendor with a fifteen (15) day written notice. Upon termination of any resulting agreement or contract, collections received by the vendor within forty-five (45) days after the termination date will be subject to the fee arrangement specified. Any collections received after the forty-five day period shall be returned to the Agency without a fee charge.

- The awarded vendor shall be responsible for any embezzlement, fraudulent, dishonest, vandalism, and malicious mischief act or acts by the vendor and its employees during the term of the contract. Awarded vendors shall guarantee the confidentiality, security and safety of all files, documents, computer files and other records pertaining the services provided.

SECTION 2 – OVERVIEW AND BACKGROUND

Overview and Background: The Department of Corrections (DOC) is responsible for the custody and control of those housed in an institutional setting, commonly referred to as the "ACI", as well as supervision of over 27,000 offenders residing in the local communities. The community-based population includes those on community confinement, parole and probation. Billing and collection activities shall be centered on the probation and parolee population which total just under 12,000 cases and those previously under community confinement supervision with unpaid fees. Probationers are assessed a monthly offender fee to offset the cost of their supervision.

Funds collected by the vendor are transmitted back to the DOC for deposit into the state's general fund to offset the cost of probation and parole functions. A monthly fee of $20 is assessed for those under probation or parole supervision. The successful vendor will be responsible for billing and collection activities as well as working with offenders to maximize revenue collections.

For the Community Confinement population, the DOC maintains an Access database which contains outstanding fees owed and limited demographic information.

SECTION 3 - SCOPE OF WORK

REQUIREMENTS:

Services provided under the scope of this contract shall include:

- Monthly billings mailed to the probationers/parolees which includes updated information on their monthly obligation, outstanding prior balances, payments received and total amount now due.
- Monthly billing of outstanding community confinement fees.
- All research and debtor location techniques including "skip-tracing" or data matching. Any other collection techniques should be indentified and noted how such could be utilized in the collection functions identified directly above.
- Provide a monthly updated file to the Department of Corrections (DOC) listing the probationers and parolees identification number, caseload identification information, monthly fee due, outstanding balances, payments received and total amount due.
- Provide a monthly updated file to the DOC listing the home confinee identification number, total prior amount outstanding, the amount billed, payments received and remaining balances.
- Provide other management reports in a manner and frequency prescribed by the Department of Corrections.
- The vendor shall be required to maintain a toll-free number for offenders to call. Hours of operation shall be identified by the vendor.
- The vendor shall also be required to have a variety of methods to accept payments to increase the opportunity for offenders to pay their outstanding fees. The vendor shall outline what methods are available for payments; however, at a minimum, payments must be accepted via mail, telephone and on-line. The vendor shall outline what payment options will be provided to the offender which may include payment kiosks located at Probation offices.
- Under no circumstances shall the vendor attempt to make collections by coercion or threats. Any substantiated reports may be grounds for immediate termination of the contract.
- Violation of any federal, state or special law/regulation governing the fair collection of debts, whether related accounts covered under this contract or other accounts handled by the vendor, shall be grounds for contract termination.
- The vendor is required to respond within two (2) business days to complaints or inquiries transmitted to the vendor by the DOC. The State reserves the right to investigate and cancel the contract upon verification of repeated complaints.
- The State reserves the right to withdraw accounts six (6) months after assignment and may reassign these accounts to another awarded vendor or to departmental staff.

- The vendor is preferred to have or establish a local presence in the greater Providence area where an offender could meet and confer with a company representative if requested by the offender.
- The vendor will be responsible for professional quality, technical accuracy and timely completion and submission of all deliverables or services required under the scope of this RFP. The vendor shall, without additional compensation, correct or revise errors, omissions, or other deficiencies in its deliverables and services provided.
- All funds collected shall be remitted to the DOC on a gross basis and be segregated by collection type no later than thirty (30) days after the receipt of monies from offenders. A separate monthly billing shall be submitted for applicable fees to be paid by the DOC based upon funds collected.
- Vendors shall reimburse the DOC for any amount which becomes uncollectable and is lost due to any act or omission of the vendor or its officers, agents, or employees. Such acts or omissions may include, but are not limited to, accepting a compromise settlement for less than the total amount due and/or acknowledging that a payment constitutes payment in full when the debt or account is not paid in full.

Security Requirement: Employees of contractors who must gain entrance into correctional facilities are subject to police record checks; the Department retains the right to refuse entrance to contractor employees with felony convictions. Access to correctional facilities also requires adherence to rigid security rules as far as property search, contact with inmates, etc.

State Responsibilities:

- A one-time report will also be provided by the DOC for the probation and parole population that provides funds currently owed based upon information provided by a third party entity.
- A one-time report will also be provided by the DOC for the Home Confinee population that provides a total of funds currently owed. This information is based upon a DOC-maintained database.

SECTION 4 - PROPOSAL QUESTIONS & SUBMISSION

A Pre-proposal Conference will NOT be held.

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Interested offerors may submit proposals to provide the services covered by this Request on or before the date listed on the cover page. Proposals received after this time and date will not be considered.

Proposals must include the following:

1. A completed and signed *R.I.V.I.P. generated* *bidder certification* *cover form* (downloaded from the R.I. Division of Purchases Internet home page at: http://www.purchasing.ri.gov).

2. A *letter of transmittal* signed by the owner, officer, or authorized agent of the firm or organization, acknowledging and accepting the terms and conditions of this Request, and tendering an offer to the State;

3. A signed and sealed *Cost Proposal* reflecting the fee structure proposed for this scope of service, including completion of the *Cost Proposal Summary* form, enclosed; and;

4. **Separately packaged:** The *Technical Proposal(s)* and *the Price Proposal(s)* must be separately packaged. All copies of the Technical Proposal and all copies of the Price Proposal should contain a completed and signed RIVIP Bidder Certification Form. A *Technical Proposal* describing the background, qualification, and experience with and for similar programs, as well as the work plan or approach proposed for this requirement. *The Technical Proposal must contain the following sections:*

   a. Technical Proposal Cover, enclosed, or may be substituted for the RIVIP Certification Cover Form.

   b. Executive Summary – The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the Contractor's technical approach and ability.

   c. Offeror's Organization and Staffing – This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each (as well as resumes, curricula vitae, or statements of prior experience and qualification).

   d. Work Plan/Approach Proposed This section shall describe the Contractor's understanding of the State's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach proposed to be taken for each task, and the technical issues that will or may be confronted at each stage on the project. The work plan description shall include a detailed proposed project schedule (by task and sub-task), a list of tasks, activities, and/or milestones that will be

employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each.

e. Previous Experience and Background, including the following information:

01) A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects, and a contact name and telephone number from the client;

02) A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position.

5 In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CD / flash drive). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested. This CD or flashdrive should be included in the proposal marked "original". This electronic copy is non-returnable.

PROPOSALS - An original plus three (3) copies of the Technical component and an original plus two (2) copies of the Cost component should be mailed or hand-delivered in a sealed envelope marked with the RFP # and Title as listed in the cover sheet of this RFP.

RI Department of Administration
Division of Purchases (2nd Floor)
One Capitol Hill
Providence, RI 02908-585

NOTE: Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases by the scheduled due date and time of opening will be determined to be late and will *not* be considered. Proposals faxed or e-mailed to the Division of Purchases will *not* be considered. **For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.**

SECTION 5 - EVALUATION AND SELECTION

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

Criteria		Possible Points
Project team and staff qualifications with allocation of time/effort identified for each member		10 Points
Quality of the Work plan - Capability, capacity and qualifications of the offerer		20 Points
Suitability and Approach/Methodology - Proposed activities to be conducted - Proposed equipment/other technology - Similar experience or applications completed in other jurisdictions		35 Points
Minority Business Enterprise Consideration [Offeror is a registered Minority Business Enterprise, or proposal includes workable plan for use of MBE in subcontracts]		5 Points
Total Possible Technical Points		**70 Points**
Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points]		30 Points
Total Possible Points		**100 Points**

Notwithstanding the foregoing, the State reserves the right to award on the basis of cost alone, accept or reject any or all bids, and to act in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. *The proposal must receive a minimum 40 technical points to warrant further consideration. Proposals receiving less than the minimum technical points will not have their cost proposals opened or evaluated.*

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The Technical Review Committee will present written findings, to the State's Purchasing Agent, or her designee, who will make the final selection for this requirement.

A fiduciary bond bond, in the amount of $200,000, will be required of the successful vendor, prior to the issuance of a purchase order.

COST PROPOSAL SUMMARY

Offeror: _____

Address: _____

_____

Taxpayer ID#: _____

Authorized Agent: _____

Title: _____

Telephone & Fax#: _____

E-Mail:

Fee Proposal	Probation & Parole	Home Confinement	Inter- State	Other
Year 1				
Year 2				
Year 3				
Year 4				
Year 5				

Signature of Authorized Agent: _____

Date: _____

END