



REQUEST FOR PROPOSAL FOR RFP #25-28 COLLECTION AGENCY SERVICES

Issue Date:	September 29, 2025
Pre-Proposal Question Deadline:	October 10, 2025 @ 10:00 AM
Proposal Deadline:	October 24, 2025 @ 2:00 PM
Proposal Delivery Location:	City Clerk's Office 800 Cushman Street Fairbanks, Alaska 99701
Proposal Review:	October 27 - November 7, 2025
Purchasing Contact:	Christina Rowlett, Purchasing Agent Phone: 907.459.6779 <u>Preferred Method of Contact</u> Email: <u>purchasing@fairbanks.gov</u>

This is not an order. The attached terms and conditions shall become part of the contract resulting from this Request for Proposal. Proposals shall be submitted in the indicated format. Original signatures must be submitted on the form provided herein.

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Announcement Request for Proposal

The City of Fairbanks is requesting proposals from firms qualified and interested in providing:

COLLECTION AGENCY SERVICES

RFP #25-28

DESCRIPTION: The City of Fairbanks the City invites proposers who meet the qualifications and specifications in this document to submit a proposal for the purpose of providing the City with collection services.

PROPOSAL DOCUMENTS: A copy of this RFP can be obtained on the City of Fairbanks website, www.fairbanksalaska.gov. It is the Offeror's sole responsibility to check this website for additional information and / or addendums. Any RFP may also be requested by contacting the Purchasing Agent listed in this document. If you have any questions call the Purchasing Agent listed in this document.

Sealed proposals are due **PRIOR** to the deadline of **October 17, 2025, 2:00 PM**. Sealed proposals must be delivered to the City of Fairbanks, City Clerk's Office, located at 800 Cushman Street, Fairbanks, Alaska 99701. Late proposals will not be accepted – **NO EXCEPTIONS**. It is the Offeror's responsibility to confirm the proposal documents are received.

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Section 1 – Instructions

1. **Communications:** The only communication concerning modifications, clarifications, questions, amendments, and addendums will be processed through the Purchasing Agent listed on the cover page. No contact with any other agents of the City is permitted, and will be grounds for disqualification. Any exceptions to this will be clarified in this document.
2. **Pre-Proposal Questions and Information:** If an Offeror finds a discrepancy, error, or omission in this document they are instructed to contact the Purchasing Agent, listed on the cover page, who will send written clarification to all prospective offerors and posted on the City of Fairbanks website. All questions must be submitted to the Purchasing Agent in writing via e-mail: purchasing@fairbanks.gov or by mail: City of Fairbanks – Purchasing, 800 Cushman Street, Fairbanks, AK 99701, by the deadline listed on the cover page of this document. All answers will be issued in writing.
3. **Mandatory Pre-Proposal Meeting:** A pre-proposal meeting may be held for this RFP. If so, the date, time, and location will be listed on the cover page of this document. Project Managers and other staff may be available at this meeting to answer questions that have been submitted. Additional questions may be answered at this meeting and, if so, they will be documented and issued in an addendum. All questions and answers will be formalized and issued in an addendum. Attendance at this meeting is mandatory. – **DOES NOT APPLY** –
4. **Modifications:** Clarifications, questions, amendments, and addendums may be made to this document by the City at any time prior to the proposal submittal deadline. It is the Offeror's sole responsibility to check the City website for these updates and or addendums.
5. **Proposal Submission:** All required documents must be submitted by mail, express service or hand delivered, in a sealed envelope, box, or package and clearly marked with the RFP title, RFP number, submittal date and time, and the Offeror's company name, address, phone number, and contact name.

All required documents must be delivered to the City Clerk's office at 800 Cushman Street, Fairbanks, Alaska 99701 prior to the deadline listed on the cover page of this document. This responsibility rests entirely on the Offerors, regardless of delays with mailing or any other reasons. Proposals can be accepted by the Clerk's office Monday – Friday between 8:00am – 5:00pm, except for City Holidays, which are listed on the City of Fairbanks website. The Clerk's time stamp is the official time stamp of receipt.

- a. The accepting and opening of a proposal document does not constitute the City's acceptance of the Offeror as a responsive and responsible Offeror. By accepting and opening a proposal, the City only presumes the Offeror is familiar with the proposal documents and agrees and understands all requirements in this document.

- b. All prices and notations must be typed or written in ink. Pencil markings will not be accepted. Any mistakes must be crossed out and initialed by the person signing the proposal.
 - c. Proposals will not be accepted via facsimile or email.
 - d. All costs associated with preparation and presentation of this proposal are the Offerors' responsibility. No pre-proposal costs will be reimbursed to any Offeror. All documentation submitted to the City will become property of the City.
6. **Confidential and Proprietary Information:** If any information is confidential, it should be placed in a separate file and marked CONFIDENTIAL. If any information is proprietary, an original shall be delivered which is clearly marked PROPRIETARY and an additional copy shall be submitted omitting the proprietary information for city use. The copy containing proprietary information will be solely for city use and then disposed of after the proposal is awarded. The omitted copy will remain on file as part of the RFP documents for future use or records requests.
7. **Exceptions:** Any exception must be clearly defined and referenced to the proper section or paragraph of this document. The exception must include the Offeror substitution language and explanation as to the reason why this would provide an equivalent or better service or product. If no exceptions are explained in this proposal submittal, the City will assume the Offeror can perform accordingly.
8. **Bid Guarantee:** Per the Fairbanks General Code Sec. 54-163, bid security is required for all construction contracts. Bid security must be in an amount equal to at least:
- a. Ten percent (10%) of bid amount if bid amount does not exceed \$100,000; or
 - b. Ten percent (10%) of the first \$100,000 and five percent (5%) of the amount of the bid over \$100,000, up to a maximum of \$200,000 in security.
9. **Duplicate Proposals:** The City will only accept one (1) proposal per Offeror, including its subsidiaries, affiliated companies, organizations, or franchises. If multiple proposals are received from the same Offeror, all proposals from the Offeror will be rejected.
10. **Withdrawal or Corrections:** Proposals may be withdrawn by written notice prior to the submittal deadline. Corrections may be made to proposals submitted if prior to the submittal deadline.
11. **Rejection:** The City reserves the right to reject any or all proposals and to waive any minor informalities or irregularities in proposals received if it is determined by the Purchasing Agent that it is in the City's best interest to do so. If any Offeror fails to provide any requested information in the consideration stage of the evaluation process, its proposal will be deemed non-responsive and rejected without any further evaluation. The City may reject any proposals from any Offeror which is in arrears or in default to the City on any contract, debt, or other obligation. The City may reject a proposal if the Offeror has been debarred per Fairbanks General Code Sec. 54-297, or has violated any other section of the Fairbanks General Code.

The City may reject a proposal if the Offeror has been debarred by the State of Alaska or any Federal agency. The City has the right to reject all non-conforming, non-responsive, and unbalanced proposals.

12. **Procurement Policy:** Procurement for the City is based on the Fairbanks General Code Sec. 54 – Procurement and any applicable State of Alaska statutes. The Fairbanks General Code is available online at www.fairbanksalaska.gov.
13. **Non-Discrimination:** The City will not contract with any persons or entities that discriminate against employees or applicants for any reasons other than those related to job performance. Prospective Offerors will comply with all Federal, State, and local laws and policies that prohibit discrimination in the workplace. The City will not discriminate because of race, religion, color, national origin, ancestry, sex, sexual orientation, age, marital status, change in marital status, pregnancy, parenthood, physical or mental disabilities, genetic information, or political affiliation.
14. **Proposal Signatures:** An authorized official must sign all proposal documents for the offeror. This signature will represent the company or entity and its ability to commit to the requirements in this document.
15. **Contract Award:** The City has the right to award by item, group of items, total proposal, or any combination found to be in the best interest of the City. The City also reserves the right to contract with multiple entities for the same or like goods or services, if it is found to be in the City's best interest. The Notice of Intent to Award or Notice of Award is made to the successful bidder within ten (10) business days of the proposal's close date. Notice of Intent to Award and/or Notice of Award will be submitted to the Offeror in writing.
16. **No Response:** If an Offeror does not respond to this document, the City will continue to keep the Offeror's information for future proposals unless they specifically ask to be removed from the bidders' list.
17. **Public Records:** All proposals are subject to public records requests after award, with the exception of confidential and proprietary information. See paragraph 6 above for more information.
18. **Local Bidder Preference:** Per Fairbanks General Code Sec. 54-168, the City may award a contract based on solicited bids to the lowest responsive and responsible bidder after a local bidder's preference has been applied. Local bidder preference is the lesser 5% or \$5,000 for this contract. Local bidder preference does not apply to bids involving federal funds.
19. **Disqualification of Offerors:** Any one or more of the following reasons may cause proposals to be rejected:
 - a. Communication with any employees or agents of the City during the RFP process, excluding those specifically listed in this document.

- b. Evidence of collusion or other anticompetitive practices among Offerors.
- c. Lack of competency as revealed by financial, experience, or equipment statements.
- d. Lack of responsibility as shown by past work with the City.
- e. Uncompleted work under other current contracts which, in the judgment of the City, may prevent the prompt completion of additional work outlined in this document.

20. **Discussions:** Discussion with Offerors may commence after opening of all proposals to further clarify and or ensure full understanding of solicitation requirements.

21. **Subcontractors:** A Offeror must provide within 7 calendar days of receipt of Notice of Intent to Award a disclosure of all subcontractors that will be used for this proposal regardless of the dollar amount and the services they will. The list must include the company or subcontractor's name, business location, and evidence of the subcontractor's state business license.

22. **Offeror's Responsibilities:** The Offeror must be capable of providing all goods or services in this document, described in Section 2 – Specifications and / or Scope of Work. The Offeror must maintain these qualities until completion of the contract. If requested by the City, Offeror may be required to provide proof that Offeror is the manufacturer or an authorized dealer or re-seller. City requires a manufacturer's warranty with all first holder benefits when applicable. The successful Offeror is responsible for all goods and services in this document whether they are provided or performed by successful Offeror or their subcontractor.

23. **City Participation:** The City of Fairbanks will provide appropriate personnel to support the successful Offeror during the course of the contract. The Project Manager will be named in this document or the Purchasing Agent will act as contact until additional personnel are named specifically.

24. **Disclosure of Contents:** All information in this document will be held in confidence and not discussed with other Offerors until award. All proposals, excluding confidential and proprietary information, become the property of the City upon opening. (Please review paragraph 5 above for additional information.)

25. **Unusual Circumstances:** Where any unusual circumstances unforeseen by the City or the Contractor significantly affect the Contractor's ability or cost in providing goods or services, the Contractor may request cancellation of contract or adjustment to the costs. "Significantly" in this paragraph is defined as being beyond the control of the Contractor. The request must be documented in writing and may be denied.

26. **Contract Commencement:** Commencement of a contract by the successful Offeror shall not begin until all necessary documents are received and reviewed; all City approvals have been completed, including City Council approval for projects over \$250,000; and a purchase order is complete. Commencement of a contract without these requirements will be at the Offeror's sole risk and not compensated by the City.

Section 2 – Specifications and/or Scope of Work

1. **Background:** The City serves an area of 33.3 square miles with a population of 31,238. The City's fiscal year begins on January 1 and ends on December 31. The City provides a variety of services to its citizens. These services include police and fire protection, emergency medical, emergency dispatch, street maintenance, refuse collection, public improvements, storm drain management, building and fire code enforcement, economic development funding, and general administrative services. Through this solicitation, the City invites proposers who meet the qualifications and specifications in this document to submit a proposal for the purpose of providing the City with collection services.
2. **General:** It is the intent of the City of Fairbanks to issue a five-year contract commenced on January 1, 2026, to an agency for collection services as specified in this proposal. The City desires an all-inclusive rate for performing collection services for ambulance billing 180 days after the original due date. This information will be provided by the City or our ambulance billing contractor. The City may also use the collection agency for collections of other delinquent accounts.

The City seeks the following:

- A collection agency that provides an interactive website that allows the City and the ambulance billing contractor to upload debtor information via Excel, csv, or other generally used file format.
- A collection agency that will make all efforts to collect funds owed to the City while being respectful to debtors and following all rules of the Fair Debt Collection Practices Act (FDCPA).
- A collection agency that will maintain accurate and complete records of collections and provide this information to the City monthly.

The City had the following bills submitted to a collection agency through our ambulance billing contractor:

- 2024- 418 Bills in the amount of \$305,429
- 2023- 372 Bills in the amount of \$248,060
- 2022- 327 Bills in the amount of \$209,326

1. **Minimum Requirements:** Proposers must meet the following minimum requirements:
 - Provide description of the collection software system. In addition, a system disaster recovery plan and full description of system backup must be included.
 - Provide information about processes to locate debtors if the address and/or phone number provided is no longer valid.
 - Provide detailed information about debtor payments such as time length for the City to receive funds paid by debtors.

- Provide a list of current customers with contact information, including names and phone numbers, for reference purposes.
- Provide copies of licenses to provide services in the State of Alaska and the City of Fairbanks. If the proposer does not provide services or operate in Alaska and/or specifically Fairbanks, Alaska to date, required business licenses can be provided upon receipt of Notice of Intent to Award. Use the State of Alaska and City of Fairbanks Business License Waiver Form if necessary to comply with the above-mentioned business license requirements.
- Provide a sample of the required business contract.
- Provide sample collection letters and scripts for phone calls.

A proposer's failure to meet these minimum requirements shall cause their proposal to be considered non-responsive and their proposal will be eliminated from further consideration.

3. Scope of Services:

Contractor Responsibilities:

- Promptly address issues that may arise in connection with this contract and/or the day-to-day collection questions to the appropriate staff.
- Maintain the necessary equipment to perform collection services.
- Facilitate collections with an assertive, ethical, and pleasant approach. A successful proposer shall not use maneuvers that are considered harassment or tactics that may reflect poorly on the City. The highest level of professionalism must be utilized to help maintain the dignity of the City and its relationship with the citizens.
- Handle all collections in conformity with all pertinent Federal and State of Alaska laws, including, but not limited to, the Fair Debt Collection Practices Act (FDCPA).
- Maintain the maximum level of confidentiality of all documents and information provided by the City or ambulance billing contractor excluding required disclosures.
- Operate Monday through Friday during normal business hours from 8:00 a.m. to 5:00 p.m. Alaska time.
- Provide the City with monthly reports detailing the status of collections.

City Responsibilities:

- Provide two contacts to answer questions and obtain requested information that may be required from the successful proposer during normal business hours.
- Provide accounts eligible for collections in a timely manner.
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4. **Contract Term:** The contract will be for a minimum of **one (1) year**, with no more than **five (5)** additional **one (1) year** options to renew at the sole discretion of the City. It is anticipated that this contract will commence in January 2026. The City and successful proposer may extend on a month-to-month basis if in the best interest of both parties and agreed upon in writing at the end of the initial contract term.

5. **Award:** The City of Fairbanks anticipates awarding this contract as a whole.

Section 3 – Standard Terms and Conditions

2. **Assignment / Transfer:** Assignment or transfer of this Agreement or Contract without written consent of the City of Fairbanks may be construed by the City as a breach of contract sufficient to cancel any Agreement or Contract at the discretion of the City.
3. **Inspection:** All goods and services are subject to inspection and approval by the City at all reasonable times, including inspection during manufacturing. Inspection and approval by City at Contractor's place of business or work site does not preclude rejection for defects upon discovery by subsequent inspection. Any goods or services rejected by the City shall be promptly repaired or replaced at Contractor's expense. Any and all costs incurred by the City in connection with the return of goods or rejection of services shall be at the Contractor's risk and expense.
4. **Risk of Loss:** Regardless of FOB point, Contractor agrees to bear all risks of loss, injury, or destruction of goods and materials ordered herein which occur prior to delivery and acceptance. Such loss, injury, or destruction shall not release Contractor from any obligation hereunder.
5. **Warranty:** Contractor warrants that it has good and merchantable title to the goods sold hereunder and that said goods shall conform to the descriptions and applicable specifications. Such goods shall be of good merchantable quality and fit for the known purposes for which sold, and are free and clear of all liens and encumbrances. Contractor and City agree that this order does not exclude, or in any way limit, other warranties provided for in this Agreement or Contract or by law.
6. **Excise and Sales Tax:** The prices herein must not include any Federal excise taxes or sales taxes imposed by any State or Municipal Government. Such taxes, if included, must be deducted by the Contractor when submitting invoice for payment. An Exemption Certificate is available upon request.
7. **Invoices:** Invoices for goods must be submitted on date of complete shipment. Invoices for services must be submitted within 45 days after completion of services. Payment will be delayed if the invoice fails to reference the purchase order number, ordering department, unit prices, quantities, totals, and a full description of the order that matches the purchase order. The City will provide payment 30 days after satisfactory delivery, acceptance, and receipt of invoice.
8. **IRS Form W-9 and Vendor Information:** Contractor must have on file with the City a current IRS Form W-9 and complete a vendor registration form before City will issue a purchase order to the Contractor.
9. **Compliance with Laws:** Contractor represents and warrants that the performance of this order and furnishing goods or services required shall be in accordance with the applicable standards,

provisions, and stipulations of all pertinent Federal, State, and City laws, rules, regulations, resolutions, and ordinances including, but not limited to, the Fair Labor Standards Act, the Equal Employment Opportunity rules and regulations, and the Occupational Safety and Health Acts.

10. **Amendments:** No amendments, modifications, or supplements to this contract shall be binding unless in writing and signed by all authorized representatives of both parties.
11. **Termination:** When it is in the City's best interest, City may unilaterally cancel this Agreement or Contract at any time whether or not Contractor is in default of any of its obligations hereunder. With any such cancellation, Contractor agrees to waive any claim for damages, including loss of anticipated profit on account hereof. However, the City agrees that Contractor shall be paid for items and/or services already accepted by City, but in no event shall the City be liable for any loss of profits on the order or portion thereof so terminated. Either party may terminate this Agreement or Contract at any time for the failure of the other to comply with any of its material terms and conditions. All Offerors recognize that the City is a government entity and that payment obligation is subject to yearly appropriations by the City's governing body and that if funds are not appropriated, this Agreement or Contract will terminate without penalty to either party.
12. **Waiver of Breach:** No waiver by either party of any breach of any of the covenants or conditions herein contained performed by the other party shall be construed as a waiver of any succeeding breach of this same or of any other covenant or condition.
13. **Complete Agreement:** The parties agree that the conditions of purchase stated herein and the Offeror's proposals set forth their entire Agreement or Contract and there are no promises or understandings other than those stated herein, and that any prior negotiations between the City and Contractor or terms and conditions set forth in the Contractor's quotation, order, or sales acknowledgment shall not constitute a part of the Agreement or Contract between the City and Contractor concerning this purchase. The terms "Agreement" and "Contract" as used in this clause shall include any future written amendments, modifications, or supplements made in accordance herewith.
14. **Liability and Indemnity:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its officers, and employees from and against any and all loss, expense, damage, claim, demand, judgment, fine, charge, lien, liability, action, cause of action, or proceedings of any kind whatsoever (whether arising on account of damage to or loss of property, or personal injury, emotional distress or death) arising directly or indirectly in connection with the performance or activities of the Contractor hereunder, whether the same arises before or after completion of the Contractor's operations or expiration of this Agreement or Contract, except for damage, loss or injury resulting from the City's gross negligence or willful misconduct solely.

15. Insurance Requirements: Contractor must furnish a certificate of insurance within ten (10) days of receipt of the Notice-of-Intent to Award and must endorse policies to provide for a thirty (30) day prior notice to the City of cancellation, non-renewal, or material change of the policies. Failure to furnish satisfactory evidence of insurance or lapse of policy is a material breach of the contract and grounds for termination of this Agreement or Contract. Each policy shall be endorsed with a waiver of subrogation in favor of the City. All other insurance policies required of the Contractor shall be endorsed to provide that such insurance shall apply as primary insurance and that any insurance or self-insured carried by the City will be excess only and will not contribute with the insurance required by this Agreement or Contract. All other insurance policies required of the Contractor and subcontractors shall be endorsed to name the City as additional insured. All insurance shall be on an occurrence form acceptable to the City and having an A.M. Best rating of "A" or better.

- a. Workers' Compensation and Employers' Liability Insurance as required by any applicable law or regulation. Employers' liability insurance shall be in the amount no less than \$500,000 each accident for bodily injury, \$500,000 policy limit for bodily injury by disease and \$500,000 each employee for bodily injury by disease. The Contractor shall be responsible for Workers' Compensation Insurance for any subcontractor who directly or indirectly provides services under this contract. This coverage must include statutory coverage for states in which employees are engaging in work. If there is an exposure of injury to Contractor's employees under the U.S. Longshoremen's Harbor Workers' Compensation Act, the Jones Act, or under laws, regulations or statutes applicable to maritime employee, coverage shall be included for such injuries or claims.
- b. Commercial General Liability Insurance: The Contractor is required to provide Commercial General Liability (CGL) insurance with limits not less than \$5,000,000 for any contract over \$1,000,000 and not less than \$1,000,000 for contracts under \$1,000,000 combined single limit per occurrence and \$5,000,000 for any contract over \$1,000,000 and not less than \$1,000,000 for contracts under \$1,000,000, in the aggregate not excluding premises operations, independent Contractors, products, and completed operations, broad form property damage, blanket contractual, explosion, collapse and underground hazards. Limits may be a combination of primary and excess (umbrella) policy forms.
- c. Comprehensive Automobile Liability Insurance: Covering all owned, hired and non-owned vehicles with coverage limits not less than \$1,000,000 single limit per occurrence bodily injury and property damage.
- d. Property Insurance: The Contractor shall submit to the City evidence of All Risk Builder's Risk Insurance for all physical loss, including earthquake and flood (100% completed value basis) upon the entire work naming the City, the Contractor and the subcontractors as additional insured parties and as their interests may appear to the full contract sum thereof, until the project is completed by the Contractor and accepted by the City. The policy, by endorsement, shall specifically permit partial or beneficial occupancy at or prior to substantial completion or final acceptance of the entire work.

PROOF OF INSURANCE: The Contractor shall furnish the City with a Certificate of Insurance or, where requested by the City, the policy declaration page with required endorsements attached thereto showing the type, amount, effective dates, and dates of expiration of all policies. All endorsements shall reference the policy number and the project name and project number. The owner is the City of Fairbanks and is to be identified on all certificates and endorsements.

Without limiting its indemnification, the Contractor shall maintain, until termination of Agreement or Contract or completion and acceptance of the project by the City, occurrence type coverage of the kinds and minimum amounts set forth above. All insurance limits are minimum. If the Contractor's policy contains higher limits, the City shall be entitled to coverage to the extent of such higher limits. The City, at its sole discretion, may raise or lower the limit.

16. **Records:** The City reserves the right to inspect all vendor documents relating to this Agreement or Contract for up to three (3) years after expiration.
17. **Acceptance of Proposals:** As soon as practicable after opening, proposals valued over \$250,000, the City Council is the approving body. The rights and obligations of the contract will become effective and binding upon the contracting parties only after formal execution of a purchase order signed by the Purchasing Agent or a contract form signed by the Contractor and City Mayor. No other act whether oral, written or implied shall constitute acceptance of a proposal.
18. **Postponement:** The City reserves the right to postpone the date of the opening of proposals and will give written notice of any such postponement to all known holders of the contract documents.
19. **Delivery:** Successful Offerors may be required to provide reasonable evidence from their source of supply or manufacturer to justify the delivery dates furnished in their proposal. Any unreasonable deviation from the proposed delivery dates shall constitute a breach of contract and shall entitle the City to cancel all obligations to the Contractor.
20. **Time is of the essence:** The Offeror is expected to deliver goods or services that conform in all material respects to the contract specifications on or before the date provided herein. This date may be amended by written agreement between both parties.
21. **Safety Data Sheets:** For all materials supplied under this offer, the Offeror will provide to the City the applicable Safety Data Sheet (SDS). SDS must be received prior to final payment. -
22. **Cooperative Purchasing:** Any other State of Alaska government entity may exercise their option to use this same contract to make similar purchases of like items, based on similar quantity. The City is not liable for any other State of Alaska government entity or their purchases.

23. Facility Security and Background Checks: For all services provided at the Fairbanks Police Department, located at 911 Cushman Street, Fairbanks, Alaska 99701, access is controlled by the rules, regulations, and laws related to the Federal Criminal Justice Information System (CJIS) and the Alaska Public Safety Information Network (APSIN). All vendors are considered a visitor or guest unless they are fully cleared by APSIN, including a background check and fingerprinting. Ultimately, the State of Alaska has the authority to award APSIN clearance and it may be denied. If APSIN clearance is not necessary, a criminal history check will be required, which may allow access to the building with fully cleared personnel. All visitors and guests will have to be accompanied by fully cleared personnel while in the building. If you are the successful Offeror and your services are to be performed within this facility you will be provided with the proper paperwork based on the appropriate level of access required.

Section 4 – Submission Requirements and Required Documents

Format and Content:

The City discourages overly lengthy and costly proposals. For the City to evaluate proposals fairly and completely, proposers must follow the format set out herein and provide all information requested.

Submittal Requirement:

Proposals shall be in accordance with the maximum number of pages and content requirements indicated in the table below, double-sided pages are considered two pages. Proposals shall not be written in a font size smaller than ten points. Each section of the proposal shall be identified and assembled in the order listed under Proposal Content Requirements. Materials not identified or germane to the proposed agreement will be discarded without evaluation. Failure to provide a proposal in conformance with these requirements may cause a proposal to be declared non-responsive and eliminated from further consideration. **Proposers must submit one digital proposal copy and one digital proposal omitting any proprietary information.**

Maximum Pages	Proposal Content Requirements
5	Item 1: Minimum Requirements
5	Item 2: Scope of Services
1	Item 3: Price Form
2	Item 4: Proposal Form (with signature)
1	Item 5: Non-Collusion Statement (with notarized signature)
1	Item 6: Business License Waiver Form (if applicable)
15	Maximum Pages for RFP Submittal

Minimum Requirements:

Proposers must indicate how they meet each of the minimum requirements.

Scope of Services:

Proposers must indicate how they meet the scope of services.

Price Form:

Proposers must complete the Price Form. The rate or fee shall be calculated on actual collections received and shall cover all costs including, but not limited to, telephone and postage expenses, office supplies, and any other overhead expenses or administrative support costs. For example, if the rate for services is 1% and the amount collected by the agency is \$750 for a \$1,000 bill, the fee will be \$7.50 (\$750 x 1%).

Proposal Form:

Proposers must complete and sign the Proposal Form. Failure to include this form fully completed with a signature shall cause the proposal to be declared non-responsive and eliminated from further consideration.

Non-Collusion Statement:

Proposers must complete and sign the Non-Collusion Statement. Failure to include this form fully completed with a signature shall cause the proposal to be declared non-responsive and eliminated from further consideration.

Business License Waiver Form:

If applicable, the proposer must complete a Business License Waiver Form.

Sample Reports:

Proposers must provide samples of the following reports; the maximum number of pages does not apply to this request.

- Business Contract
- Collection Letters
- Collection Scripts
- Monthly Reports

PROPOSAL FORM

City of Fairbanks

COLLECTION AGENCY SERVICES

RFP# 25-28

Failure to complete this form shall result in your Offer being deemed non-responsive and rejected without any further explanation.

Offer and Obligation:

The undersigned hereby offers, and agrees to be bound and obligated to this offer, to furnish the goods and / or services in compliance with all Terms and Conditions, Scope of Work, Specifications, and Addendums in this solicitation and, if awarded, enter into an Agreement or Contract with the City.

Addendums:

The undersigned has read, understands, and is fully cognizant of all parts of this solicitation, together with any addendum issued in connection with this document. The undersigned hereby acknowledges receipt of the following addendum(s). In addition, the undersigned has completely and appropriately filled out and submitted all required forms. Initial next to each applicable addendum number(s) or, if none, leave blank.

Addendum #1 _____ Addendum #2 _____ Addendum #3 _____ Addendum #4 _____

If additional addendums were issued, list numbers here and initial. _____

Compliance:

The undersigned hereby accepts all administrative requirements of the solicitation and will be in compliance with such requirements. By submitting this Proposal Form, the Offeror represents that they are in compliance with all applicable provisions of the City of Fairbanks Code of Ordinances Chapter 54 – Procurement, and if awarded a contract to provide the construction, goods, or services required in this solicitation will comply for the entire length of the Agreement or Contract.

Non – Collusion:

The undersigned, by submission of this Proposal Form, hereby declares that this offer is made without collusion with any other business or person making any other offer, or which otherwise would make an offer.

Performance Guarantee:

The undersigned further agrees that if awarded the Agreement or Contract, it will submit to the City any required performance guarantee (i.e. irrevocable letter of credit or cash deposit), if applicable.

Proposal Price:

The undersigned agrees to abide by the pricing contained on the Price Form.

NO OFFER WILL BE ACCEPTED WHICH HAS NOT BEEN MANUALLY SIGNED IN INK IN THE APPROPRIATE SPACE BELOW

I certify, under penalty of perjury, that I have the legal authorization to bind the company hereunder:

For clarification of this offer, contact:

Company Name

Name

Address

Title

City State Zip

Phone

Signature of Person Authorized to Sign

Email

Printed Name

Title

Federal Tax ID

City of Fairbanks Business License Number

Alaska Business License Number

Contractor's License Number

NON-COLLUSION STATEMENT

COLLECTION AGENCY SERVICES

RFP# 25-28

Failure to complete this form shall result in your Bid being deemed non-responsive and rejected without any further explanation.

This is to certify that the undersigned Bidder has neither directly nor indirectly, entered into any agreement, participated in any collusion, nor otherwise taken any action in restraint of free competitive bidding in connection with this Bid submitted to the City of Fairbanks.

Signature of Person Authorized to Sign

Printed Name

Title

Company Name

☐

Corporation

☐

Partnership

☐

Individual

Subscribed and sworn before me this _____ day of _____, 2025.

Notary Public

My Commission Expires

PRICE FORM

COLLECTION AGENCY SERVICES

RFP# 25-28

Failure to complete this form shall result in your proposal being deemed non-responsive and rejected without any further explanation.

Flat Rate (%) for Collection Agency Services on collection amounts received _____

State of Alaska & City of Fairbanks Business License Waiver Form

COLLECTION AGENCY SERVICES

RFP# 25-28

All ITB responses must be completed as described in this solicitation. For all Bidders who are located and or solely operate outside the State of Alaska and or the City of Fairbanks, license requirements are waived to submit this bid. If you receive Notice of Intent to Award or any other communication from the City, both licenses will be required within the terms listed in said communication.

Please initial below of this waiver currently applies to your entity.

_____ Waiver for State of Alaska Business License

_____ Waiver for City of Fairbanks Business License

By submitting this form, Bidder understands waiver and potential requirements if selected as successful bidder.

Section 5 – Proposal Evaluation and Selection Process

Initial Evaluation:

Initially, all proposals will be reviewed by the City Purchasing Manager to determine if they are administratively responsive to the RFP. Proposals that are administratively responsive will be distributed to the evaluation committee. The committee will determine if the proposal meets all minimum requirements. Proposals that pass the minimum requirements evaluation will be evaluated based on the evaluation criteria described below.

Evaluation Criteria:

Each criterion identified below has an assigned weight that is used to establish their relative importance in the evaluation process. The criterion for this RFP is listed and defined in further detail below.

<u>Criterion</u>	<u>Weight</u>
Minimum Requirements	35
Scope of Services	35
<u>Price Form</u>	30
Total Weight of All Criterion equals	100

- **Minimum Requirements (Weight of 35)** – The proposer demonstrated ability to meet the minimum requirements.
- **Scope of Services (Weight of 35)** – The proposer demonstrated ability to meet the responsibilities.
- **Price Form (Weight of 30)** - The maximum score will be awarded to the firm offering the lowest cost. Proportional scores will be assigned to other proposers.

Award:

Award shall be made to the responsive proposer whose proposal conforms to the solicitation and is determined in writing to be the most advantageous to the City taking into consideration cost/price and the evaluation factors set forth in this RFP. The City anticipates awarding this contract in whole by **November 15, 2025**.