

Public Utility District No. 1 of Wahkiakum County
45 River Street
PO Box 248
Cathlamet, WA 98612

**REQUEST FOR PROPOSAL FOR
COLLECTION SERVICES**

Purpose

Public Utility District No. 1 of Wahkiakum County (hereinafter referred to as “the District”) is requesting proposals from qualified agencies to provide non-exclusive Debt Collection Services. Proposals will be received until 4:30 PM, local time, September 20, 2019.

Background

The District is a municipal corporation of the State of Washington established in 1937 to serve the citizens of Wahkiakum County. The District operates an electric department and two water departments and serves approximately 2,500 electric customers and 900 water customers.

Scope of Work

The successful bidder/contractor will collect delinquent utility billings for the District’s inactive, delinquent customer accounts.

Contractor’s Objectives

The Contractor shall follow all Federal and State fair debt collection practices and collections shall be conducted through ethical and lawful means.

The Contractor shall submit a detailed plan demonstrating the understanding of, and capability to assume responsibility for, collecting delinquent revenue for the District.

The plan shall provide details of the methods used for collections, including initiating and continuing collection attempts.

The plan shall include forms of payment accepted.

The Contractor shall ensure that citizen satisfaction is a priority in providing services while providing the highest level of customer service. Contractor's employees shall interact positively and politely with the District's customers and staff.

The plan shall include a detailed fee schedule for all stages of the collection processes.

The Contractor shall provide a statement of their agency's background and experience in providing collection services to governmental organization and the geographic territories you collect in.

The plan shall include a proposed service agreement/contract.

Remittance and Reporting

The plan shall include a remittance and reporting schedule.

Indemnification

The Contractor shall be responsible for following all Federal and State regulations regarding fair debt collection practices. Collection shall be conducted through ethical and lawful means with the highest level of customer service.

The Contractor will maintain, and provide proof of, liability insurance not less than \$1,000,000 per occurrence for bodily injury and property damage, including coverage for contractual liability and personal injury.

To the fullest permitted by law, the Contractor shall defend, indemnify and hold harmless the District, its employees, agents and officials, from any liability, claims, suits, actions, arbitration proceedings, administrative proceedings, regulatory proceedings, losses, expenses or costs of any kind, whether actual, alleged or threatened, actual attorney fees incurred by the District, court costs, interest, defense costs including expert witness fees and any other costs or expenses of any kind whatsoever incurred in relation to, as a consequence of or arising out of or in any way attributable in whole or in part to the performance of the agreement.

Without affecting the rights of the District under any provision of this agreement or this section, Contractor shall not be required to indemnify and hold harmless the District as set forth above for liability attributable to the sole fault of the District, provided such sole fault is determined by agreement between parties of the findings of a court of competent jurisdiction. This exception will apply only in instances where the District is shown to have been solely at fault and not in instances where the District's fault accounts for only a percentage of the liability involved. In those instances, the obligation of Contractor will be all-inclusive and the

District will be indemnified for all liability incurred, even though a percentage of the liability is attributable to the conduct of the District.

Other Information

The District seeks proposals from all parties interested in providing collection agency services that fulfill all specifications mentioned above. We encourage agencies to submit comprehensive proposals offering any and all information you feel may be of beneficial consideration to the District.

The District reserves the right to reject or accept any or all bids or parts thereof, and to accept or reject the alternatives individually or jointly, for any reason.

The District reserves the right to consider any minor deviations from the specifications and determine the acceptance or rejection of such deviation.

The District reserves the right to modify this Request for Proposal (RFP) at any time. In the event it becomes necessary to modify or revise the RFP, a written amendment or addenda issued by the General Manager is the only method which should be relied on with respect to changes to the RFP. Bidder is required to contact the District's General Manager prior to submitting a bid to determine if any amendments were made to the RFP. Documents, amendments, addenda, etc. will be posted to the District's website at www.wahkiakumpud.org on the About Us tab.

Proposals will be evaluated by the District. If a proposal is found to be incomplete it may not be submitted for evaluation and during the evaluation process the District's management may find it beneficial to request additional information. The District reserves the right to seek supplementary information from any proposer at any time after the official opening and before the award.

Any proposal may be withdrawn at any time prior to the proposal submission deadline.

Issuance of the RFP and receipt of proposals does not commit the District to award an agreement. The District reserves the right to postpone the RFP process for its own convenience, to accept or reject any or all proposals received in response to this RFP, to negotiate with other than the selected company should negotiations with the selected company be terminated, or to cancel any section of this RFP. The District also reserves the right to apportion the award among more than one company.

Submission of Proposal

Proposals must be received by 4:30 PM on September 20, 2019.

Proposals must be received by physical or delivery to:

By U.S. Mail: Wahkiakum PUD
 PO Box 248
 Cathlamet, WA 98612

In Person or
Ground Delivery: Wahkiakum PUD
 45 River Street
 Cathlamet, WA 98612

Postmark dates will not constitute timely delivery. Responses received after the above time may not be considered. Vendors are responsible for ensuring timely receipt of their response.