



**TOWN OF STRATFORD  
PURCHASING DEPARTMENT  
STRATFORD, CONNECTICUT**

**REQUEST FOR PROPOSAL**

RFP No. 2014-040

Issued: April 29, 2014

Subject: Collections Service for Delinquent Taxes

The Town of Stratford through the Office of the Purchasing Agent will receive SEALED PROPOSALS for furnishing the equipment described in the accompanying specifications, in accordance with the instructions, conditions and reservations that follow:

**A. CLOSING DATE:**

Proposals will be received until 3:00 pm May 20, 2014, in the Office of the Purchasing Agent, Room 202, Town Hall, 2725 Main Street, Stratford, CT 06615.

Any proposal may be withdrawn prior to the above-scheduled time for receiving bids or authorized postponement thereof. Any proposals received after the date and time specified shall NOT be considered. No bidder may withdraw a proposal within 45 days after the actual opening thereof.

**B. INSTRUCTIONS:**

Proposals are to be submitted (FOUR COPIES) in a sealed envelope/box and clearly marked with the bid number and description on the outside of the envelope, including all outer packaging (DHL, FedEx, UPS, etc).

Proposals must be delivered to:

Purchasing Department  
Stratford Town Hall — Rm 202  
2725 Main Street  
Stratford, CT 06615

## **C. CONDITIONS:**

### **Bid Surety:**

A Bid Surety is not required.

**Taxes:** The Town of Stratford is exempt from all State and Federal taxes. Do not include these amounts in your quotation.

**Addendums:** All addendums will be posted on the town website [www.townofstratford.com](http://www.townofstratford.com). It is the responsibility of the bidder to check the website for any addendums before submitting their bid.

**Conflict of Interest:** No public official or employee shall, while serving as such, have any financial interest or engage in any business, employment, transaction or professional activity or incur any obligation of any nature which is in substantial conflict with the proper discharge of his/her duties or employment in the public interest.

## **D. RESERVATIONS:**

The Town of Stratford may consider informal any proposal not prepared and submitted to the Town in accordance with the provisions herein stated. The Town of Stratford reserves the right to reject any or all proposals or parts of proposals; to waive defects in same proposals; or to accept any proposal or part thereof deemed to be in the best interests of the Town of Stratford.

## **Request For Proposal Collections Service**

The Tax Collector for the Town of Stratford is interested in receiving proposals for work consisting of notifying and reminding delinquent taxpayers that taxes are owed on personal property and motor vehicles. This RFP anticipates a two-phase approach consisting of 5 written communications using Tax Collector's name and address and 5 Phase Two communications from Collection Firm. There is approximately 8,000 delinquent accounts.

The costs of these services must be rendered in such a way that the costs are chargeable to the individual taxpayer per account and an opinion of counsel will be required to that effect.

This proposal requires that all of the following conditions be met:

- 1) Work to be bid on a flat rate per account serviced.
- 2) Proposal includes cost of printing, folding, inserting, postage and mailing of statements.
- 3) Town to approve all communications (form letters or scripts of voice communications to be submitted for approval of Tax Collector).
- 4) Tax Collector shall select and refer the accounts to be serviced.
- 5) Collection Firm shall pre-screen all accounts for bankruptcy filings.
- 6) Collection Firm shall investigate change of address status for all accounts.
- 7) Form letters shall specify that the Town Tax Collector will be paid directly by the taxpayer.
- 8) Collection Firm shall have the ability to receive accounts for collection through billing system interface or through the Collection Firm's web-based client portal.
- 9) Tax Collector shall have the ability to notify Collection Firm electronically when Payment is received and an account is to be suspended for collection activity.
- 10) Tax Collector will be able to view account status and create reports electronically from Collection Firm's web-based client portal.
- 11) First phase statements shall consist of five reminder communications to delinquent taxpayers using the Tax Collector's name and address.
- 12) Second phase statements (five legal demands) to past due taxpayers will be done through the Collection Firm's billing address. Taxpayers are instructed to pay Tax Collector's office directly.
- 13) Collection Firm to detail report generation capabilities including sortability, searchability and totals for such search results in response to this RFP
- 14) All technologies used by Collection Firm shall be detailed in the response to the RFP together with any projected success rates for each phase.
- 15) Customer Support capabilities shall be detailed, including technical assistance with Collection Firm's web-based client portal.
- 16) Collection Firm to detail compatible hardware and software requirements.
- 17) Collection Firm must be bonded and licensed.
- 18) Collection Firm to detail privacy and security capabilities and measures.