EVALUATION MATRIX

COLLECTION SERVICES FOR EMS -
IFB (BEST VALUE) NO. SSC0102

Evaluation Factors	GILA dba Municipal Services Bureau	Professional Recovery	MRS	Penn Credit Corp.	Intermedix	RSI	Linebarger	Rockford Merchantile	Merchants & Professional
Cost (45 points)	21.42	19.78	26.47	20.93	45.00	20.45	20.45	18.00	19.57
Demonstrated Experience - Experience in specific area of collections, similar volume of accounts, performance results from similar clients, experience and stability of key staff, collection techniques utilized and references from current and previous clients. Results of reference check (25 points)	23.33	21.33	18.33	18.67	3.33	18.00	22.17	16.33	16.00
Project Concept - Demonstrate the following: Appropriateness of collection techniques/efforts proposed. Adequacy and sophistication of data processing resources. Adequacy and sophistication of telephone resources. Efficiency in contactin gpatients as soon as accounts are received from City. Letter series. Number of telephone calls. Use of skip tracing. Reports provided to City, preferable Microsoft Excel format. Ease of use use of reports provided to City. On-line account access for City personnel. Flexibility in meeting City's reporting needs. Payment acceptance methods. Capacity fo handle Spanish-speaking customers. Handling of customer questions/problems. (30 points)	26.33	22.67	18.33	17.67	7.67	14.33	10.00	12.33	10.33
Total	71.08	63.78	63.13	57.27	56.00	52.78	52.62	46.66	45.90