

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 contacting patients 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 of reports provided to City. On-line account access for City personnel. Flexibility in meeting City's reporting needs. Payment acceptance methods. Capacity to 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 |