

Collection of Delinquent Accounts RFP SLC00023 multi-tiered: Primary level

Evaluation Category	Max. Points	Penn Credit Harrisburg, PA	SW Credit Plano, TX	Rockford Rockford, IL	West Asset Hartford, CT	Credit Watch Fort Worth, TX
Business Organization • # yrs in business; co. structure • No fines, censures • Meets SAS70 • Disaster recovery plan acceptable	10	8 • 22yrs, registered • None • Yes • Acceptable	8 • 35 yrs, LP • None • Yes • Acceptable	6 • 55 yrs, registered • None • Deficiency • Non-robust	7 • 40yrs, registered • 6 ltrs admonition • Yes • Acceptable	8 • 20yrs, TX corp. • None • Yes • Acceptable
System Concept and Solution • SOW response • Internal Technology • Payment handling procedures	10	8 • Acceptable • Mobilization plan • Acceptable	8 • Acceptable • Mobilization plan • Acceptable	7 • Acceptable • Mobilization plan • Not acceptable	9 • Acceptable • Mobilization plan • Acceptable	8 • Acceptable • Mobilization plan • Acceptable
Program • Letter series • Workforce Structure • Commission, recovery rates • Implementation rate, timetable	25	21 • Active, skip trace; Report to 3 bureaus • Bilingual, TDD capable • Acceptable • Acceptable	22 • Active, skip trace; Report to 3 bureaus • Bilingual, TTY • Acceptable • Acceptable 30-60 days	16 • Active, reports only Balances >\$100; only 2x/mo. • Processes lacking • Acceptable • Not provided	18 • Active, report to 3 bureaus • Bilingual • Acceptable • Acceptable	14 • Active is only 27 wks skip trace, report to 3 bureaus • Bilingual, TTY capable • Acceptable • Acceptable
Project Management Structure • Organization and service structure • Key staff qualifications, tenure, experience	10	8 • Acceptable • Dedicated acct mgr, Financials acceptable	8 • Acceptable • Dedicated acct mgr, Financials acceptable	7 • Acceptable • Co. mgr reviews Placements; no Financials provided	8 • Acceptable • Dedicated acct mgr, Financials acceptable	8 • Acceptable • Dedicated acct mgr, Financials acceptable
Prior Experience • Utility, hospital/medical debt • Similar volume and value of placemts	20	18 • SA, Dallas, 1st Energy, PPL, Con ED • Good utility collections base, TX accts	17 • ATT, N TX Tollway, UTEP, TCU, Metro Cell PCS • No none-phone utilities, TX accts	11 • Mostly healthcare accts • non TX accts	17 • ATT, Chase, TX healthcare accts • No none-phone accts	15 • Much small utilities, some TX
Total Evaluation Cost	25	22	18	25	15	23
Total Maximum Points Available	100	85	81	72	74	76