

REQUEST FOR PROPOSAL

CRASH RESPONSE USER FEE BILLING AND COLLECTION SERVICE

I. Introduction

The Township of Waterford, Michigan is requesting proposals from parties, hereinafter referred to as Offerors, for providing the Township of Waterford, hereinafter referred to as Township with billing and collection services for the Public Safety Departments responses to vehicular crashes that occur within the Township limits.

The Township's Police and Fire Rescue Department costs for response to vehicular crashes continue to increase each year, resulting in increased demands on all operation areas of the Public Safety Departments. Additionally, a quick response from Township's personnel decreases the insurance company's liability.

The Township desires to implement a fair and equitable procedure to collect fees for the increasing service demands. The Township desires to initiate a user fee for the delivery of the Township's services, personnel, supplies and equipment to the scene of vehicular crashes. Such service may include, but not be limited to, crash investigative services, court appearances, traffic control, assisting medical staff, cleaning of spills and debris, extrication of entrapped individuals, extinguishment of fires, isolation of downed power lines and other safety services to hazardous situations that may occur at the scene of vehicular crashes.

The contract will be for one year with the option of the Township to renew annually for three additional years.

II. Scope of Services

Offeror is encouraged to present a proposal detailing the scope and nature of the services to be provided to the Township for the billing and collection of user fees. The Offeror should propose billing and collection options that are fair and equitable yet advantageous to the Township. Fee schedule and billing methods detailed should optimize the best "real world" fee collection for response to motor vehicle crashes for the Township and shall be based on any cost basis that is acceptable to insurance companies.

The successful Offeror will assist the Township by providing at least the following services:

1. Submitting the invoice to the cited or responsible party or parties as deemed by police authorities or other litigating entities.
2. Processing all accounts submitted by the Township in a timely manner. Each account record submitted by the Township's staff will be either a computerized file or a legible copy of the vehicular crash incident record. Including the following components if applicable and available:

- a. The Police and/or Fire Department incident number
- b. The report date and time
- c. Accident location
- d. Time spent on the incident
- e. Time incident ends
- f. Personnel responding
- g. Equipment on the scene
- h. Level of Response (if required)
- i. Responsible parties
- J. Name of the auto registrant
- k. Complete address of the auto registrant
- l. Home telephone of registrant
- m. Name of the insurance company
- n. Name of insurance agent
- o. Telephone number of insurance agent
- p. Insurance policy number

The Offeror should describe the method(s) utilized by your organization to collect fees from the insurance companies including the amount of interaction required, if any, with the policy holder.

The Offeror must coordinate collection activities and payments with the Township on at least a monthly basis and provide a written report detailing these activities for audit purposes. This report must include the date of the accident, responsible party, account number and the amount collected for the Township.

The Offeror's collection activities do not preclude the Township from following up or pursuing payments from invoices the Offeror has not collected during its normal billing process.

III. Submittal Process

RFP Questions

Persons who have questions concerning this RFP are encouraged to submit written questions to:

Lieutenant Scott Good
Waterford MI Police Department
5150 Civic Center Drive
Waterford, MI 48329

E-mail: sgood@waterfordmi.gov

Offerors will have answers by email response available before the proposal is due.

Submittal Information

Time Schedule

The following is the projected timetable to be applied to submission, receipt, and evaluation of proposals:

Wednesday, April 26, 2017, Deadline for Proposal
2:00 P.M., Local Time

The Offeror shall submit one (1) original proposal and four (4) complete copies of the formal proposal. The original proposal should be marked as such or be readily identifiable as the original. This material must be received at the following address:

Dawn Cito
Purchasing Department
5200 Civic Center Drive
Waterford, MI 48329

Packages containing the proposal material shall be sealed and plainly marked on the outside in the following manner:

“Proposal for Vehicular Crashes Response User Fee Billing and Collection Service”

Late or fax proposals will not be accepted. Envelopes or packages received after the above date and time will not be opened. Proposals will not be read aloud on the proposal opening date, but will be available for public inspection upon completion of the proposal review process.

IV. Selection Process

A selection committee for the Township will review and evaluate all properly submitted proposals that are received on or before the deadline. The committee will then rank the proposals according to those that are most advantageous to the City, taking into account, but not limited to, the evaluation factors set forth below:

- A. Background and Related Project Experience
- B. Familiarity with Local, State and Federal Regulations
- C. Current Work Load Performance on Previous Projects
- D. Understanding of Project
- E. Schedule/Staffing
- F. Price Proposals

Consistent with the Township's requirements concerning "Competitive Proposals" in the procurement of professional services, proposals should include the following information and will be evaluated according to these criteria:

- A. Background and Related Project Experience: This consists of a review of the professional services background and experience of the firm or individual. Provide a history of the submitting organization, including the number of employees, available facilities and office equipment, and at least three references.

Specify relevant experience with governmental entities. Identify the cities or townships, the dates of service, and the key contacts. Offeror must have at a minimum, three years experience in billing both police and fire department Crash Response Vehicular User Fees.

- B. Location: Name and address of submitting organization and the state in which it is incorporated. This should include the location of the firm's primary office, staff accessibility for this project and the amount of work to be performed.
- C. Familiarity with Relevant Local, State and Federal Standards and Requirements: This should include a description of the firm's or individual's familiarity with all Township, State of Michigan and applicable federal standards and requirements.
- D. Current Work Load: Discuss the Offeror's ability to handle the City's service in regards to the billing and fee collection for motor vehicle accidents as well as any other services the firm provides to other agencies.
- E. Understanding of the Project: The Offeror submitting a proposal must demonstrate familiarity with billing and fee collection for vehicular crash responses and knowledge of current methods that best meet the needs of the Township. The Offeror submitting a proposal shall describe in detail

the services to be rendered to complete the project and perform the tasks listed in Section II, Scope of Services.

- F. Staffing and Schedule: The Offeror submitting a proposal must provide a plan, once implemented, detailing when the Township should expect to start the collection of fees for motor vehicle accidents.

How soon would the Township expect to get monthly reports detailing prior month's billings from the Offeror should they win the contract.

Designate a primary and alternate contact within the organization and include electronic mail addresses and telephone numbers (voice and facsimile).

- G. Fee and Hours: The specifics of the fee for the project shall be listed. The cost can be prepared in a percentage of collection or some other method that maximizes the benefit for the Township. Any performance penalty or bonus involved in the fee structure should be detailed.

Failure by the Offeror submitting a proposal to respond to a specific requirement may be a basis for elimination for consideration during the comparative evaluation. The Township reserves the right to accept or reject any or all proposals. The Township also reserves the right to elect not to award a contract based on this Request for Proposal for any reason.

List references for all similar projects previously completed using the format outlined in Appendix A. Provide at least three (3) references for projects conducted within the last five (5) years that can attest to the Offeror's qualifications to do the work requested for this project.

Provide a conflict of interest statement indicating that the firm or firms, and the individuals assigned to this project do not have, and shall not have for the duration of the subject contract any other interests in or business association with the Township.

The Township is not liable for any costs incurred by the Offeror in responding to this RFP, or for any costs incurred in connection with any discussions or correspondences required for clarification of any subject contained in this RFP. Any and all costs incurred in responding to this RFP, including oral interviews, demonstrations, or other related activities shall be the responsibility of the Offeror.

Selection Criteria

A selection advisory committee will review and evaluate all proposals submitted in response to this RFP. The Township will consider whether all proposals submitted are complete and whether they meet all of the requirements outlined in the Request for Proposal and the specific criteria for evaluating competitive proposals earlier detailed in this section. Proposals will be evaluated in such a manner and no further clarification requests will be accepted.

Selection Procedures

The selection of the Offeror will follow the outline below.

- A. The selection committee shall review each proposal. The criteria outlined in this section will be used to review all the proposals.
- B. The Township may require on-site interviews with the top three (3) qualified Offerors. These interviews will be at the expense of the Offerors without reimbursement by the Township.
- C. Upon completion of review, the Township shall enter into negotiations with the best possible Offeror as determined solely by the Township. If successful negotiations are not completed within a reasonable time period, then negotiations shall commence with the next best Offeror. A reasonable time period is at the discretion of the Township.
- D. Notwithstanding anything herein to the contrary, the Township reserves the sole and exclusive right to reject any and all proposals.

V. Contract

If a contract is awarded, the successful consultant shall enter into a Professional Service Agreement with the Township. The contract entered into between the successful consultant and the City shall be similar to other standard agreements for professional services with the Township.

The Township is a public entity that must comply with certain requirements and internal review procedures prior to awarding any contract. No party has a right to expect to be awarded a contract with the Township absent adherence to these requirements and review procedures.

The Township reserves the right to refuse to enter into a contract with any party at its sole discretion.

The Township requires persons or organizations doing business with the City to comply with all ordinances pertaining to contracts with the Township.

Appendices and Reference Documents

Appendix A

RFP FOR VEHICULAR CRASH RESPONSE USER FEE BILLING AND COLLECTION SERVICE (Duplicate form as necessary)

Reference List

List at least three (3) references that clearly reflect billing and collection fee projects required by the Township within the past three (3) years.

Name of City or Township, County or
Agency _____

Address: _____

Telephone: _____

Project Name: _____

Contact: _____/Title: _____

Service Dates: _____ Bid No. (If applicable): _____

Number of Annual Vehicular Accidents: _____

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(Duplicate form as necessary)

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Telephone: _____

Project Name: _____

Contact: _____/Title: _____

Service Dates: _____ Bid No. (If applicable): _____

Number of Annual Vehicular Accidents: _____

Appendix B

RFP Affidavit

The undersigned offers and agrees to furnish all of the items/services upon which are stated in the accompanying RFP.

“I _____, am a duly authorized officer of/agent for _____, and have been duly authorized to execute

The foregoing RFP on behalf of the said _____.
Name of firm

I certify that the vendor is not now, nor has been for the past six (6) months, directly or indirectly concerned in any pool or agreement or combination to control the price of services offered, or to influence any person or persons to offer or not to offer thereon.”

Name, Address, and Telephone Number of Vendor:

Signature of Firm Representative

_____ Title: _____ State of _____
Print Name

County of _____

The foregoing Proposed Affidavit was sworn to and subscribed before me this day of _____

By _____. He/she is personally known to me and did take an oath stated on the top portion of this page.

Notary Stamp/Seal

Notary Signature