

REQUEST FOR PROPOSAL

102441



Collection Services

Issued October 12, 2009

PROPRIETARY AND CONFIDENTIAL

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CONFIDENTIALITY

This RFP and your response to the RFP are considered "Confidential Information." RFP recipients are not authorized to duplicate, distribute, or otherwise disseminate or make available this document or the information contained in it to a third party without the prior written consent of PEC. RFP recipients may make this document available to those employees who have a need to know its contents in order to participate in the response to this RFP. RFP recipients shall not include or reference this RFP in any publicity without prior written consent from PEC.

GENERAL INFORMATION

Pedernales Electric Cooperative, Inc. (PEC) is a distributor of electricity to more than 226,000 meters with a non-contiguous service area of 8,100 square miles. Our Headquarters is located in Johnson City, Texas. PEC has 18 district and business offices and a call center located throughout the service area. It is the largest electric cooperative in the United States.

PEC's operational focus is to provide reliable electricity and outstanding services to members at reasonable rates. As a cooperative, PEC is owned by the "members" it serves. Members—not stockholders—invest in the Cooperative through their electric billings and share in the Co-op's margins. Because of this unique business model, PEC members demand the best service, reliability, and management.

PURPOSE

PEC's objective is to contract with a Collection Agency to assist in the recovery of write-off and/or bad debt accounts. The contract term would be one year initially, auto renewing in one year increments unless terminated. Notice of termination will be ten days.

IMPORTANT

All inquiries and comments must be directed to the administrative contacts specified herein. Failure to comply will result in bid disqualification, regardless of whether the offender is a direct recipient of this RFP.

ADMINISTRATIVE

TECHNICAL CONTACT

Any questions concerning proposal submission, technical specifications or Statement of Work (SOW) requirements must be directed to:

Name	Tracy Corpus, Purchasing Agent
Address	PO Box 1
City, State, Zip	Johnson City, TX 78636
Phone	830-868-4781
FAX	830-868-4963
Email	Tracy.corpus@peci.com

CONTRACTUAL CONTACT

Any questions regarding contractual terms and conditions or proposal format must be directed to:

Name	Sariah Welch, Purchasing Supervisor
Address	PO Box 1
City, State, Zip	Johnson City, TX 78636
Phone	830-868-4780
FAX	830-868-4963
Email	sariah.welch@peci.com

PROPOSAL DUE DATE

All proposals are due to the technical contact by 2:00 p.m. CST on October 26, 2009 via email.

Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

SCHEDULE OF EVENTS

Event	Date
1. RFP Distribution to Bidders	October 12, 2009
2. Proposal Due Date	October 26
3. Review of Proposals	Thru November 2
4. Estimated Preliminary Award Date	November 3
5. Contract Negotiations	Thru November 13
6. Official Award and Execution of Contract or Cancellation of Preliminary Award	November 16

ADDITIONAL TERMS AND CONDITIONS

This RFP is specifically intended to facilitate the evaluation and selection of a business-to-business partnership. All bidders shall disclose any potential conflict of interest that a bidder may have due to ownership, other clients, contracts, or interests associated with this RFP.

Upon submission, proposals and other materials submitted by bidders may become records subject to PEC's Open Records Policy. (The policy can be viewed online. Click on the "Open Records Policy" link at: <http://www.pec.coop/Documents/OpenRecordsPolicy.pdf>.) PEC may deny the public access to such records or applicable portions thereof, which are trade secrets or proprietary information in accordance with its policy or other relevant law. Any list of members of PEC and related account information is also subject to PEC's Open Records Policy and may not be sold or offered to be sold. Cost and price data are not to be considered as confidential or trade secrets once an award is made; however, any research, recommendations, and reports resulting from the activities outlined in this RFP will be considered confidential and trade secrets.

GUIDELINES FOR PROPOSAL PREPARATION

PROPOSAL SUBMISSION

Bids shall remain valid for at least 90 days after the bid due date.

Prior to submission of the proposal the bidder shall have made and shall be deemed to have made a careful examination of the RFP and made every attempt through the mechanisms provided to gain a clear understanding of the services required to complete the set of deliverables specified. Bidders shall comply with all applicable statutes, laws, and regulations, which may govern this performance under this proposal.

CLARIFICATIONS

All clarification questions must be directed to the technical contact specified previously in the Administrative section. Only written questions submitted via email will receive a response, with the answers being distributed to all vendors simultaneously via email. All questions are due within 48 hours before the due date. **Failure to comply will result in bid disqualification.**

EXCEPTIONS

In cases where the bidder wishes to take exception to any part of this specification, the bidder shall so state on the front of the proposal. Any exceptions contained in the proposal shall be listed in a "Statement of Exceptions" included with the proposal.

ADDENDA

Only written addenda issued through the Cooperative's Purchasing Department are valid. Any and all other changes are unauthorized and will be considered invalid.

Pedernales Electric Cooperative, Inc. reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any bidder,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

The bidder will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for PEC evaluation of the bidder's proposal.

The bidder's proposal in response to this RFP will be incorporated into the final agreement between PEC and the selected bidder. The submitted proposals are suggested to include each of the following sections and are outlined in the Detailed Response Requirements section:

1.	Scope, Approach, and Methodology
2.	Deliverables
3.	Pricing
4.	Appendix: Qualifications
5.	Appendix: Company Overview

Please address each section completely, point by point, citing each specification verbatim. The response format must be identical to the RFP format. For example:

Administrative Support and Customer Service Requirements

1. Assign a single account manager to assist PEC with various needs or requests.
 - Your assigned account manager will be _____. He/she has ____ years of experience at our company. His/her contact information is _____.

Variation from the format specified herein may result in immediate disqualification.

DETAILED RESPONSE REQUIREMENTS

SCOPE, APPROACH, AND METHODOLOGY

The Bidder's RFP response must include the necessary labor and other associated services to develop the following scope and deliverables.

SCOPE OF WORK

The following requirements will be weighted and included in scoring.

General Requirements

1. Have the ability to report to Credit Bureau(s) at the option of PEC.
2. Provide advice to PEC on how to optimize collection efforts.
3. Have the ability to pursue collection efforts without Social Security Numbers and/or Driver's License Numbers from PEC.
4. Be able to provide status on collection efforts at any time.

Administrative Support and Customer Service Requirements

1. Assign a single account manager to assist PEC with various needs or requests.
2. Offer adequate support for assistance with initial implementation. Specify capability to meet this requirement.
3. Provide live customer service and technical support Monday thru Friday, 8:00am to 5:00pm with a minimal callback time of 1 hour or less for all issues.
4. Provide live customer service and technical support after 5:00 pm during the week and on weekends with a minimal callback time of 2 hours or less for critical issues.

Implementation Requirements

1. Bidder must be actively involved in the design, implementation, validation, testing, and acceptance of the project and all online tools.
2. Assign an individual or team designated to training PEC users.

APPROACH & METHODOLOGY

Describe how the engagement proceeds from beginning to end. Utilize a step-by-step approach to describe full implementation.

Describe the methodology, templates, and tools that will be utilized in the development of these deliverables.

PROJECT LOCATION

P. O. Box 1
201 South Avenue F
Johnson City, Texas 78636
Legal Services Department, Contract Administration Section

DELIVERABLES

- Reports: Provide an electronic report on status of accounts which have been turned over for collection. Reports should be monthly and emailed on or before the 1st of each month. Data should be exportable to Microsoft Excel. Reports should contain information on the status of open-uncollected accounts and also the amount of debt recovered for previous month.

PRICING

The bidder shall provide fixed fee pricing schedules for the engagement based on a percentage of dollars recovered. Variation from this pricing format will negatively impact bidder's overall score.

Pricing shall remain valid for a period of ninety (90) days from the date of submission.

APPENDIX: QUALIFICATIONS

The following information must be provided:

1. Proof of business insurance policy covering 1 million dollars per incident.
2. A list of three references with contact information. The list should include companies that have received services similar to those listed in this RFP.
3. Specify agreement to follow applicable PEC safety standards, policies, and confidentiality requirements stated herein.

APPENDIX: COMPANY OVERVIEW

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and secondary SIC numbers, address, main telephone number, toll-free numbers, and facsimile numbers
- Key contact name, title, address (if different from above address), direct telephone and fax numbers
- Person authorized to contractually bind the organization for any proposal against this RFP
- Brief history, including year established and number of years your company has been delivering the services indicated in this RFP
- Describe in detail what experience your Company has had with PEC.
- Has your Company ever been terminated for default on any contract? If Yes, describe in detail.

EVALUATION FACTORS FOR AWARD

CRITERIA

Award of the contract resulting from this RFP will be made at the discretion of PEC. PEC can choose to award some or all of the RFP to a specific bidder or a combination of bidders.

All items listed in the Scope, Approach and Methodology, Deliverables, and Qualifications sections will be weighted when evaluating all submitted proposals and in the selection of a bidder. Additional weighted criteria include:

1. Completion of all required responses in the correct format.
2. An overall assessment of the bidder's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
3. The bidder's stability, experience, and record of past performance in delivering such services.
4. Availability of sufficient high quality bidder personnel with the required skills and experience for the specific approach proposed.
5. Overall cost of bidder's proposal.

Pedernales Electric Cooperative, Inc. may, at its discretion and without explanation to the prospective bidders, at any time choose to discontinue this RFP without obligation to such prospective bidders.

The Cooperative reserves the right to reject any Bid or any part of any Bid if investigation or review of any Bidder fails to satisfy the Purchaser that the Bidder has a satisfactory performance record or if the equipment does not completely meet the Owner's requirements.

PEC may make such investigation as is deemed necessary to determine the ability of the Bidder to provide the equipment, materials, and/or services as required by this Specification and to determine the adequacy of the proposed equipment, materials, and/or services.