



Request for Proposal Number #508-11

Debt Collection Services

Due:

October 28, 2011 at 4:00pm

Buyer:

Steve Boyd
Purchasing and Contracts Manager
831 Grand Avenue
Glenwood Springs, CO 81601
sboyd@coloradomtn.edu

COLORADO MOUNTAIN COLLEGE
REQUEST FOR PROPOSAL #508-11
Debt Collection Services

I. INTRODUCTION

Institution Overview

Founded in 1966, Colorado Mountain College serves nine counties in north-central Colorado: Chaffee, Eagle, Garfield, Grand, Jackson, Lake, Pitkin, Routt and Summit. The 12,000-square-mile district includes international resorts, ranches, wilderness areas, natural gas exploration and drilling areas, and former mining towns. Our residential campuses located in Steamboat Springs, Leadville and at Spring Valley near Glenwood Springs offer full student services including housing, meal plans, and library. The non-residential sites in Rifle, Glenwood Springs, Carbondale, Aspen, Edwards, Dillon, Breckenridge and Buena Vista offer teaching locations. On line learning is administered from the Central Services Offices in Glenwood Springs. Each year, nearly 25,000 students take classes at our 11 locations and online that generate approximately 4,000 FTE (Full-Time Equivalent).

Colorado Mountain College is a state community college but is not a member of the Colorado Community College System. Accredited by the Higher Learning Commission of the North Central Association of Colleges, Colorado Mountain College offers Associate of Arts and Associate of Science Degrees which are designed to transfer to four year colleges and universities. Also offered are Associate of General Studies Degrees which combines professional and career training with academic transfer courses. Career and Technical Programs comprise the Associate of Applied Science degrees and certificates. Beginning the Fall Semester of 2011, Colorado Mountain College will offer two Bachelor of Science Degrees: Bachelor of Science in Business Administration (BSBA) and Bachelor of Arts in Sustainability Studies (E3) (BASS).

The fiscal year for Colorado Mountain College runs from July 1 to June 30 each year. Colorado Mountain College uses the Datatel Colleague UI 4.3 administrative software system.

Background and Debt Collection Policies

From each of the 11 campuses, collection letters are generated and sent to students having any balance due to Colorado Mountain College. These letters are generated around the 10th of each month and are issued at 30, 60 and 90 days. Past due notices for students enrolled in on line learning are generated from the Business Office at Central Services.

The Business Office located at Central Services in Glenwood Springs is responsible for the final collection of delinquent student accounts. From the Central Services Office, two final attempts – one at 120 days past due and another at 150 days past due – are made by letter. Any accounts with a balance of \$40.00 and above and remaining unpaid are referred to our collection agency(s) by the Business Office approximately 30 days after the issuance of the 150 day letter. Any accounts with a balance under \$40.00 are passively collected by the Business Office at Central Services.

Delinquent student account receivable balances can include housing charges, meal plan charges, library fines, parking fines, conduct fines, financial aid Return of Title IV repayments, non-sufficient fund payments and fees, tuition, student activity fees, course fees, and bookstore charges.

On August 17, 2011 the Grants and Campus Based Division of Federal Student Aid notified Colorado Mountain College that the liquidation of Colorado Mountain College's Federal Perkins Loan portfolio has been completed, and the assignment of Colorado Mountain College's outstanding Perkins Loans for collection has been accepted. Therefore, no delinquent Perkins Loans will require collection by our collection agency(s).

Currently, Colorado Mountain College does not utilize the service of any collection agency. The contract with our previous agency, National Account Adjusters/Regent Asset Management, has been terminated.

II. TIMELINE

CMC reserves the right to modify this timeline at any time. Any changes will be posted to the CMC Purchasing Department's website as soon as the information is available. All times are Mountain.

	DEBT COLLECTION SERVICES RFP TIMELINE	DATE	TIME
1	ISSUE DATE	10-28-2011	4:00 PM
2	QUESTIONS DUE FROM PROSPECTIVE VENDORS VIA EMAIL (OPTIONAL)	11-10-2011	4:00 PM
3	ADDENDUM RELEASED WITH ANSWERS TO OUTSTANDING QUESTIONS (IF NECESSARY)	11-18-2011	4:00 PM
4	REQUEST FOR PROPOSALS (RFP) DUE VIA EMAIL	12-02-2011	4:00 PM
7	FINALISTS ANNOUNCED	12-09-2011	4:00 PM
8	FINALIST INTERVIEWS	12-15-2011	TBD

NOTES:

- ALL QUESTIONS IN STEP 2 WILL BE COMPILED AND ANSWERED IN AN INFORMATIONAL ADDENDUM POSTED TO THE CMC WEBSITE. PLEASE SUBMIT YOUR QUESTIONS TO STEVE BOYD, IF ANY, AT SBOYD@COLORADOMTN.EDU PRIOR TO THE DEADLINE ABOVE.
- PLEASE ALLOW 60 MINUTES FOR STEP 8 INTERVIEWS. FIRMS ARE WELCOME TO VISIT US IN PERSON IN GLENWOOD SPRINGS, COLORADO FOR STEP 8 INTERVIEWS BUT WILL NOT BE REQUIRED TO DO SO. PLEASE SAVE THE DATE OF 12-15-2011 FOR AN INTERVIEW IN THE EVENT YOU ARE NAMED A FINALIST.
- ROCKY MOUNTAIN E-PROCUREMENT WILL BE USED TO COLLECT RESPONSES IN STEP 4 ONLY. THE CMC WEBSITE WILL BE THE OFFICIAL SOURCE OF INFORMATION ON THIS RFP.

III. INSTRUCTIONS TO PROPOSERS

- CMC endeavors to provide a uniform distribution of information to vendors and conduct a fair selection process. We ask that you please follow all of these instructions carefully. Any submittal that does not meet the requirements set forth in this document and any Addendums cannot be considered by the Selection Committee.
- Proposing firms must submit the following for its Proposal to be considered:
 - Electronic copies of relevant marketing and product explanation materials. Active links to websites are fine. Please submit as much as necessary for the CMC selection committee to establish your offering as a credible alternative, but as little information as possible.
 - List of organizations currently using your offering. Comprehensive lists (without divulging proprietary information) are encouraged, particularly where your client resembles CMC in size and other characteristics. Please provide contact information for any client that you are authorizing CMC to contact as a reference at the time of this submittal. CMC respects the competitive position of our prospective partners and will not formally contact your clients without your prior permission, and will not contact clients in any way if you indicate that preference.
 - Number of years in business and general description of your ownership structure (public, private equity participation, employee-owned, etc.) Do not feel compelled to respond with confidential information, CMC is seeking only to understand your firm's general market position at this point.
 - Valid email address for inclusion in this RFP's email distribution list (optional).
 - Bid sheet that will be posted by 11-18-2011.
 - Signature Block.
- All information related to this Proposal will be posted in the Bids, RFP's... section of the Purchasing Office's website at www.coloradomtn.edu/Purchasing. Please click on "Bids, RFP's..." and find this solicitation. This location will hold the most current and accurate documentation available for this project. Please look to this link for answers to your questions. Rocky Mountain Bidnet may not contain the most recent addendums and/or other information related to this project.
- Questions regarding this RFP should be directed to the Purchasing Manager, Steve Boyd, via email at sboyd@coloradomtn.edu. The College will attempt to answer all legitimate questions related to this RFP that are submitted to this email address. However, inquiries seeking information that is already posted on the

College website will not be answered. Answers will be posted to the college website and may not appear on Rocky Mountain e-Procurement, or any other platform by the date indicated in the timeline. Please do not contact other College personnel or Selection Committee members directly regarding this solicitation. Any attempt to do so may result in disqualification.

- To promote sustainability and a fair Proposal process, CMC utilizes Rocky Mountain BidNet to generate awareness and collect responses. Therefore, <http://www.govbids.com/scripts/CO1/public/home1.asp> will serve as the ONLY way to submit a qualified initial response for this project. Proposers must have an existing Rocky Mountain BidNet account or may establish one (currently) free of charge. Please be sure to allow time for technical difficulties in submitting responses. CMC will only consider submittals that have been placed successfully with BidNet PRIOR TO CLOSING, there are no exceptions to this. Proposers may contact Rocky Mountain BidNet staff directly or the Buyer via email if you are experiencing difficulty. The Buyer also encourages feedback on your BidNet experience. Please note that the CMC Purchasing website will contain all information related to this project. Updates and other information may or may not be posted to BidNet, the CMC Purchasing website listed above is the official venue for information.

IV. SELECTION CRITERIA

Our selection committee for this project will evaluate submittals to identify the best value for the College. Specifically, the selection committee will select the winning proposer based on the following criteria in **no order of importance or weighting**:

- A. Quality of submittal
 - B. Company experience and other indications of qualification
 - C. Pricing
 - D. References and list of current clients similar to Colorado Mountain College
 - E. Previous success rates
 - F. Current licensing, professional reputation and demonstrated ability to follow appropriate regulations
- Criteria may be modified in subsequent Addendums.*

V. TERMS & CONDITIONS

- A. *Submittal Instructions:* All submittals must adhere to the instructions provided above to be considered by the Selection Committee. Responses that do not address ANY of the required items requested in this RFP's introduction section (III) above CANNOT BE CONSIDERED.
- B. *Copies:* No electronic or paper copies of submittals are required other than your post to BidNet.
- C. *Proprietary Information:* If you are submitting any information you consider proprietary, please clearly mark it "Proprietary Information." If the Purchasing Manager concurs, this information will not be considered public information. At the discretion of the Purchasing Manager, submittal information may be posted to the College Purchasing website upon award. Please do not submit anything that you do not want posted publicly without clear indication to our Purchasing Department. Notwithstanding the prior statement, the Purchasing Manager may make your entire submittal public information at his or her discretion. CMC will take all reasonable steps to avoid distributing any information that may impair a submitter's competitive position.
- D. *Signature Block:* All proposals must be signed by an authorized agent of your firm. Any firm or individual submitting a signed proposal shall be deemed to have read and understood all the terms, conditions, and requirements of this Request for Proposal.
- E. *Refusal:* CMC reserves the right to refuse any and/or all proposals, or any part thereof.
- F. *Withdraw Proposal:* You may withdraw your proposal at any time prior to the date and time set for closing.
- G. *Discussions/Negotiations:* CMC reserves the right to conduct discussions with Proposers, to accept or not accept revisions of Proposals, and to negotiate price changes and other terms at the sole discretion of the Purchasing Manager. During this discussion period, CMC will not disclose any information regarding Proposal submittals other than (in some cases) the number of qualified proposals the College received and the name of the Proposer.
- H. *Award:* Awards shall be made to all responsible proposers whose submittals are determined to be advantageous to CMC based on the evaluation factors described above. Price, although a consideration, will not be the sole determining factor. CMC reserves the right to ask for the "Best and Final Offer" from any or all Proposers.

- I. *Pre-award Presentations:* The College may ask highly ranking firms to attend one or more interviews.
- J. *Contract:* The successful proposer is expected to enter into a standard contract with Colorado Mountain College that will include the College's standard terms and conditions attached to all purchase orders.
- K. *Indemnification:* Successful Proposers shall indemnify and save CMC harmless, to the extent permitted by law, from any and all claims, demands, suits, and actions which may arise from errors or omissions caused by the Proposer in conjunction with its contractual obligations including, but not limited to, obligations for the preparation of any and all documents required by CMC in conjunction therewith, and shall defend all suits, in the name of CMC when applicable, and shall pay all costs and judgments which may issue thereon.
- L. *Insurance:* Successful Proposers shall have their insurance company send the CMC Purchasing Department a currently in-force Certificate of Insurance which indicates that insurance coverage has been obtained, including professional liability, which meets the minimum requirements as are required by Colorado law for work performed by the Proposer. "Colorado Mountain College" shall be named as an additional insured. The Proposer shall be responsible for notifying the CMC Purchasing Department of any modification to, or cancellation of, these policies during the contractual period; including, but not limited to, any pending or paid claims against the aggregate amount of the policy.
- M. *Illegal Aliens:* By submitting a proposal, a Proposer certifies pursuant to C.R.S. § 8-17.5-102(1) that, at the time of proposal submission, it does not knowingly employ or contract with an illegal alien and that the contractor has participated or attempted to participate in the Basic Pilot Program that is administered by the United States Department of Homeland Security in order to verify that it does not employ any illegal aliens.
- N. *Limitation of Multiple-Fiscal Year Obligations:* All financial obligations of Colorado Mountain College (CMC) under this contract subsequent to the fiscal year in which signed are contingent upon funds for this purpose being appropriated, budgeted, and otherwise made available by the CMC Board of Trustees. This contract shall not be deemed to create any multiple-fiscal year direct or indirect debt or other financial obligation whatsoever for purposes of Section 20(4) (b) of the State Constitution (Amendment 1).

VI. SIGNATURE BLOCK

Note: Please return this page with your proposal.

The undersigned, an authorized agent of his/her company, hereby certifies:

- () the receipt of _____ addendums,
- () familiarization with all terms, conditions, and specifications herein stated,
- () vendor is qualified to perform work and services as proposal,
- () that the proposal is valid until _____ (date).

Company Name

Authorized Signature

Mailing Address

Printed Name

City, State, Zip Code

Title

Federal Employer ID Number

Phone Number

Type of Entity (S-Corp, LLC, etc?)

Official EMAIL Address

Web Site, if available

Solicitation Number (from cover page)