



### Notice of Intent to Award

Solicitation Number	362274	Award Date	3/21/2024   10:30 AM CDT
Solicitation Title	Debt Collection Services		
Buyer Name	Brad Wall	Buyer Email	brad.wall@nashville.gov
BAO Rep	Evans Cline	BAO Email	evans.cline@nashville.gov

### Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	Harris & Harris Ltd	Company Contact	Vince LoBianco		
Street Address	111 W. Jackson Blvd., Suite 500				
City	Chicago	State	IL	Zipcode	60604

Company Name		Company Contact			
Street Address					
City		State		Zipcode	

Company Name		Company Contact			
Street Address					
City		State		Zipcode	

### Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

### Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

Yes, the EBO Program is applicable.

No, the EBO Program is not applicable.

### Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

Yes, monthly reporting is applicable.

No, monthly reporting is not applicable.

### Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

### Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Mdl Supervisor (Initial)

Michelle A. Hernandez Lane  
Michelle A. Hernandez Lane  
Purchasing Agent & Chief Procurement Officer

RFQ #362274 - Debt Collection Services					
	AllianceOne Receivables Management, Inc.	Coast Professional, Inc.	Harris & Harris Ltd	Perdue Brandon Fielder Collins & Mott LLP	The CMI Group
Contract Acceptance	Accepted Metro's standard contract without exceptions	Accepted Metro's standard contract without exceptions	Accepted Metro's standard contract without exceptions	Offeror took exceptions to Metro's standard contract	Accepted Metro's standard contract without exceptions
Cost/Pricing (30 Points)	13.69	29.72	30.00	23.78	17.13
Experience and Qualifications (25 Points)	10.00	15.00	20.00	25.00	15.00
Business Plan (35 Points)	20.00	30.00	35.00	35.00	15.00
Diversity Practices (10 Points)	0.00	7.00	4.00	4.00	6.00
<b>Total (100 Points)</b>	<b>43.69</b>	<b>81.72</b>	<b>89.00</b>	<b>87.78</b>	<b>53.13</b>

**AllianceOne Receivables Management, Inc.**

**Strengths** - The offeror's experience with collection accounts is of a similar nature as to the accounts Metro would be placing with the offeror and provided detailed information regarding the nature of the accounts. The offeror stated they provide a Mobile app and referenced multi-lingual capabilities for clients. The offeror has a client portal available for transaction data review. The offeror stated they have the ability to pursue litigation and bankruptcy accounts.

**Weaknesses** - The offeror failed to provide a sample remittance report as requested. The offeror failed to provide resumes for the key personnel performing the requested services. The offeror's reference projects lacked detail regarding the longevity of their relationship with the clients. The offeror's business process as it relates to system updates and client inquiries may take up to 24 hours. The offeror lacked specific detail to demonstrate what happens to delinquent accounts if they can't collect from the debtor. The offeror stated they record and track late fees on delinquent accounts, but Metro is unsure if that is standard practice/operating procedure. The offeror does not have a program for promoting MBE/WBE/SBE/SDV firms. The offeror does not have any utilization goals for MBE/WBE/SBE/SDV firms. The offeror did not provide any information about employee administration of the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses. The offeror does not participate in any mentorship programs. The offeror does not offer any trainings to MBE/WBE/SBE/SDV firms.

**Coast Professional, Inc.**

**Strengths** - The offeror's sample remittance report was detailed and able to be customized to meet the City of Nashville's needs. The offeror's resumes demonstrated relevant work experience for the key personnel and demonstrated extensive experience performing the requested services. The offeror can implement wage garnishment and license suspension options to pursue debt recovery. Offeror has an extensive library of communication templates available for Metro to customize for use across various media platforms. Offeror affirmed real-time access to account balance information and transaction activity on the client web portal. Offeror possesses multiple locations for local physical payments to be made. The offeror provided thorough documentation to demonstrate their firm's use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses. The offeror provided documentation of SBA mentorship. The offeror is part of HUBZone mentorships.

**Weaknesses** - The offeror's reference projects were not of similar size and scope as to what Metro is seeking to procure in the resulting contract. The offeror failed to specifically address the question of ability to receive bulk or routine placements and daily adjustment transmittals. The offeror lacked program goals for the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses. The offeror's time commitment dedicated to the administration of the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses is low.

**Harris & Harris Ltd**

**Strengths** - The offeror's experience with collection accounts is of a similar nature as to the accounts Metro would be placing with the offeror and provided detailed information regarding the scope of the accounts. The offeror's resumes demonstrated relevant work experience for the key personnel and demonstrated extensive experience performing the requested services. The offeror's reference projects were of similar size and scope as to what Metro is seeking to procure in the resulting contract. The offeror provided detailed information as to the longevity, size, and nature of their relationships with their contractors. The offeror will assign a dedicated client representative to customize reports needed. The offeror utilizes client web portal. Offeror possesses legal knowledge and access to internal law firm personnel. The offeror allows Metro to determine the course of action for cases in bankruptcy. Offeror provides 2-way mobile messaging and website features that allow customers to establish their own payment plan. Offeror emphasized desirable reconciliation of file transfers, including a periodic reconciliation of account balances. The employee administering the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses spends a significant amount of time doing so. The offeror has extensive history of mentoring MBE/WBE/SBE/SDV firms.

**Weaknesses** - The offeror's sample remittance report was vague and didn't address the outstanding balance and account number of the debtor. The offeror does not have a program for promoting MBE/WBE/SBE/SDV firms. The offeror lacks utilization goals for MBE/WBE/SBE/SDV firms for non-government contracts. The offeror does not participate in government-sponsored mentorship programs.

**Perdue Brandon Fielder Collins & Mott LLP**

**Strengths** - The offeror's experience with collection accounts is of a similar nature as to the accounts Metro would be placing with the offeror. The offeror's sample remittance report was detailed and customizable. The offeror demonstrated a highly experienced team of professionals performing collection services. The offeror's reference projects were of similar size and scope and were the most relevant as to what Metro is seeking to procure in the resulting contract. The offeror employs multilingual staff. The offeror possesses legal knowledge and access to internal law firm personnel. The offeror detailed noteworthy services including specialized staff to work aged accounts, death and prison notifications, and bankruptcy notifications with proof of claim filing options. Offeror specifically addressed court ordered payment plans with defaults, NSF fees, local payment location options, dedicated account representative, and unlimited account recalls for any reason. Offeror affirmed real-time access to account balance information and transaction activity on the client web portal. The offeror offers an online chat feature on their website. The offeror provided information related to their Diversity, Equity, and Inclusion (DEI) policy. The offeror's time spent on the program's administration and to the documentation of the firm's DEI committee was strong.

**Weaknesses** - The offeror works exclusively for government clients and does not have measurable goals for non-government projects. The offeror lacks participation in government-sponsored mentorship programs. The offeror does not offer industry training.

#### The CMI Group

**Strengths** - The offeror's resumes were adequate. The offeror's dedicated administration/training programs for the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses. The offeror demonstrated a thorough diversity policy. The offeror demonstrated sufficient time and dedicated staff assigned to program administration. The offeror has ongoing mentorship programs and extensive hours of documented training.

**Weaknesses** - The offeror's experience with collection accounts is not of a similar nature as to the accounts Metro would be placing with the offeror. The offeror's reference projects were not similar in scope as to what Metro is seeking to procure in the resulting contract. The offeror's reference projects lacked detail in the description of services provided. The offeror closes and returns bankruptcy accounts. The offeror did not indicate if a client web portal is available for Metro's use. The offeror provided affirmation of having no goals on non-government projects. The offeror has no participation in government programs for MBEs/WBEs/SBEs.

Enter Solicitation Title & Number Below		
Debt Collection Services; RFQ #362274		Total Cost Points
		<b>30.00</b>
Offeror's Name	Bids	RFP Cost Points
AllianceOne Receivables Management, Inc.	\$153,750,000.00	<b>13.69</b>
Coast Professional, Inc.	\$70,800,000.00	<b>29.72</b>
Harris & Harris Ltd	\$70,136,250.00	<b>30.00</b>
Perdue Brandon Fielder Collins & Mott LLP	\$88,500,000.00	<b>23.78</b>
The CMI Group	\$122,850,000.00	<b>17.13</b>