



John A. Carey
Inspector General

OFFICE OF INSPECTOR GENERAL PALM BEACH COUNTY



Inspector General
Accredited

“Enhancing Public Trust in Government”

Contract Oversight Report

CA-2021-0026

City of West Palm Beach – Delinquent Account Collection Services

October 4, 2021

Insight – Oversight – Foresight



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CONTRACT OVERSIGHT REPORT CA-2021-0026

DATE ISSUED: OCTOBER 4, 2021



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CITY OF WEST PALM BEACH – DELINQUENT ACCOUNT COLLECTION SERVICES

SUMMARY

WHAT WE DID

On February 22, 2021, the Palm Beach County Office of Inspector General (OIG) received an anonymous complaint regarding the City of West Palm Beach's (City) Delinquent Account Collection Services bid, and Penn Credit Corporation (Penn Credit). Based on our preliminary review of the facts and circumstances surrounding the cancellation of the initial bid and the differing rankings on the second bid, we assigned this matter to the Contract Oversight & Evaluations Division for formal review.

Our objectives were to determine if the award processes for RFP 20-21-201 (rebid) were properly executed; whether the cancellation of RFP 19-20-207 was properly executed; and whether the contract award was properly executed.

We specifically addressed three concerns expressed in the complaint:

Concern (1): Penn Credit was ranked below other proposers responding to RFP 19-20-207; however, RFP 19-20-207 was cancelled and rebid (RFP 20-21-201). Was this done to give Penn Credit an opportunity to be the highest ranked proposer?

Concern (2): Did City Procurement employees involved in the administration of RFP 20-21-201 (rebid), Delinquent Account Collection Services RFP, and Penn Credit have an improper relationship that influenced the selection committee to score Penn Credit as the highest ranked proposer?

Concern (3): Should the contract award have gone to the City Commission for final approval?

Our review included the analysis of two Requests for Proposals (RFP),



addendums, audio files of the selection committee meetings, vendor proposals, evaluation committee ranking sheets, and correspondence relating to the two RFPs issued by the City. We also conducted interviews of City staff and the proposers.

WHAT WE FOUND

We found the award processes for RFP 20-21-201 (rebid) were properly executed; the cancellation of RFP 19-20-207 was properly executed; and the contract award was properly executed.

For the concerns detailed, we found:

Concern (1): The City complied with applicable procurement policies and contract award procedures when it cancelled and rebid the RFP.

Concern (2): We did not identify any improper actions or influences in the City's bid and award processes for Penn Credit. We observed that prior to reviewing and evaluating proposals, the City required selection committee members to sign the Selection Committee Oath.

Concern (3): The City complied with applicable procurement policies when it awarded the contract for Delinquent Account Collection Services.

WHAT WE RECOMMEND

The City complied with its procurement policies and procedures for both RFPs. Therefore, we do not have any formal recommendations. However, we do offer some suggestions to improve evaluation criteria related to proposers' financial stability.

BACKGROUND

The City issued RFP 19-20-207 on January 19, 2020, seeking “delinquent account collection services” for the City. Such services were defined to include issuing collection letters, skip tracing¹, telephone collections, and credit bureau reporting for:

1. Utility bills – water, wastewater, sanitation, and storm water
2. Alarm system response – Police and Fire Department fees
3. Collection of Parking Violation fees
4. Emergency Medical Services (EMS) billing
5. Fire Inspection Services
6. Parks & Recreation fees
7. Misc. Accounts
8. Non-sufficient funds check fees

Penn Credit had provided delinquent account collection services for the City since July 30, 2012. Penn Credit’s contract with the City expired on March 5, 2019. On January 16, 2020, the City entered into a one-year, month to month contract with Penn Credit to allow time to release a new competitive solicitation.



Proposals were due February 12, 2020. The City received nine vendor proposals in response to RFP 19-20-207; one proposal was disqualified for being non-responsive. During the April 29, 2020 selection committee meeting for RFP 19-20-207, the committee members expressed concerns regarding the ability of three proposers, including ARI, to perform the parking fee collection services. Nevertheless, the selection committee ranked the top three proposals as follows:

1. Accounts Receivables, Inc. d/b/a ARI (ARI),
2. Diversified Adjustment Services, Inc. (Diversified), and
3. Penn Credit.



On May 1, 2020, the City sent ARI and Diversified a Letter of Intent to Award for Delinquent Account Collection Services, stating,

“Accounts Receivables, Inc. d/b/a ARI and Diversified Adjustment Services, Inc. have been determined to be the most qualified respondent [sic] by the City. The intent to award is contingent upon negotiation for contract award.”

The City entered contract negotiations with ARI and Diversified on July 27, 2020. After the proposals were received, evaluated, and ranked, the City advised ARI and Diversified

¹ Skip tracing is the process of locating a debtor’s whereabouts.

that the City decided to remove parking related collection services from the RFP No. 19-20-207. Diversified agreed to resubmit a fee proposal without parking collection services. ARI did not reduce its proposed fee and advised the City that the “fee proposal will be remained the same without any modifications.”

Thereafter, on July 30, 2020, the City Procurement Division issued a recommendation to the Treasury Manager for the award of the RFP to Diversified because, “Better rate, also the City save [sic] 2.5% on collection fees for within 365 days when compared to the existing vendor [Penn Credit].” The City awarded the contract to Diversified.

ARI protested the City’s decision to award to Diversified. In response, the City denied the protest and advised ARI,

Section 5.7 of the RFP states: “The selection of a Proposer shall be based on the best value to the City. Best value means the overall value to the City in the City’s sole discretion, as determined by considering the evaluation factors and selection criteria set out in this RFP and the factors in Sec. 66-71 of the City Code (Procurement Code).

...

Based on the updated rates, Diversified Adjustment Services was determined to offer the best value to the City.

Thereafter, on October 9, 2020, the City determined that it would be in the best interest of the City to cancel the RFP and reissue it without the collection of Parking Violation Fees included within the scope of service. Neither Diversified nor ARI protested the decision to cancel RFP 19-20-207.

On December 3, 2020, the City re-issued the Delinquent Account Services Request for Proposals as RFP 20-21-201 (rebid) without the collection of parking violation fees.² On January 6, 2021, the City received 18 proposals in response to RFP 20-21-201 (rebid). Of the 18 proposals, 15 were from firms that did not submit a proposal during the previous RFP. Two of the top three proposers for RFP 19-20-207 (ARI and Penn Credit) submitted new proposals. Diversified did not submit a new proposal.

The selection committee members for RFP 20-21-201 (rebid) were newly designated and were not voting members in the evaluation of RFP 19-20-207. Thus, ARI and Penn Credit’s proposals for RFP 20-21-201 (rebid) were evaluated against 16 new firms by three new selection committee members.

On February 10, 2021, the selection committee members for RFP 20-21-201 (rebid) reviewed each proposal and shared their evaluations. The proposals were scored based on the following: experience & qualifications; technical resources & ability; approach; financial stability; compensation fee schedule; and minority/women business enterprise

² The City has not let a new RFP for the collection of parking violation fees as of the date of this report.

preference points. The discussion was followed by a three-minute oral presentation from each proposer, and two-minutes for the committee members to ask follow up questions.

Next, the selection committee members and the Senior Purchasing Agent discussed the evaluation scoring process. The City did not determine a method to evaluate and score the financial stability criteria prior to the selection committee meeting. The proposals stated,

...

Tab 2: Agency Background

Proposers must provide information about their organization so that the City can evaluate the Proposers' stability and ability to support the commitments and meet the minimum qualifications of respondents set forth in the RFP.

...

Tab 7: Financial Information

Provide a summary of the Respondent's financial resources, including the last two fiscal years **certified audited financial statements** including auditor's opinion and appropriate notes to financial statements. [Emphasis added]

Eleven of the 18 proposals included the certified audited financial statements requested in the RFP. The RFP listed the minimum requirements each proposer must satisfy to be considered qualified for the solicitation. Providing certified audited financial statements were not listed as a minimum requirement. All 18 proposals were deemed responsive and submitted for evaluation. The City did not disqualify any proposers for not including certified audited financial statements.

Based on the discussions regarding the varied documents the proposers submitted to show financial stability, the selection committee members decided to delay the RFP scoring until the following week. Meanwhile, the City's Purchasing Agent emailed all of the proposers requesting submission of the financial information, as requested in the RFP, on or before February 15, 2021.³ The supplemental documentation the Purchasing Agent received was forwarded to the City's Finance Department technical advisor (a non-voting selection committee member) for review. The technical advisor's review did not consist of scoring of the financial stability. The review was a summary analysis of the supplemental documentation received from the proposers that provided the selection committee with an understanding of the documents the proposers submitted to demonstrate their financial stability.

On February 18, 2021, the selection committee reconvened to continue reviewing, scoring, and ranking the 18 proposals. The technical advisor's summary analysis of the

³ Section 3.6. Evaluation and Award of RFP 20-21-201 states, "The City may require additional information from one or more Proposers to supplement or clarify the Proposals submitted."

financial stability documents was provided to the selection committee. The top three (3) ranked proposals were:

1. Penn Credit Corporation,
2. Sherloq Financial, and
3. Transworld System, Inc.

(Reference Exhibit B: City of West Palm Beach Scoring Sheet for RFP 20-21-201.)

The following day, an article appeared in the Palm Beach Post entitled, “*Ex-PBC clerk took favors from a vendor, boosted his business.*” On February 23, 2021, the City notified Penn Credit of the intent not to award the RFP 20-21-201 to it because Penn Credit was, “...under indictment in the State of Illinois for corrupt behavior in government contracts,” and referenced the newspaper article⁴ about possible “similar behavior” occurring in Palm Beach County. Penn Credit did not protest this decision. The City issued a new letter of intent to award RFP 20-21-201 (rebid) to Sherloq Financial. On July 30, 2021, the City signed Contract 26370.001 with Sherloq Financial.

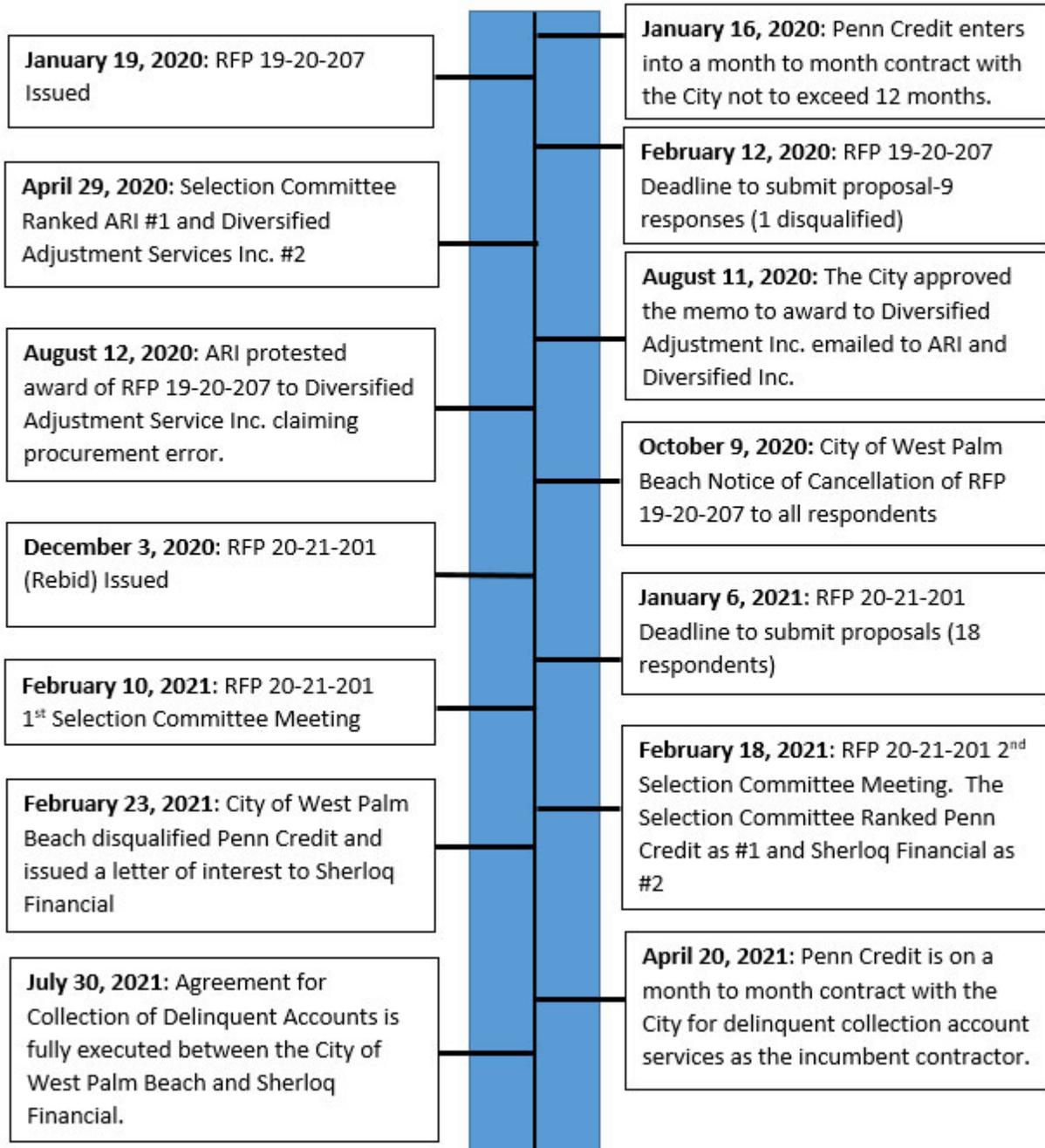
⁴ Marra, A. (2021, Feb 19). *Post Investigation: Ex-PBC clerk took favors from a vendor, boosted his business.* The Palm Beach Post. <https://www.palmbeachpost.com/story/news/2021/02/19/ex-pbc-clerk-took-favors-vendor-boosted-his-business/6791892002/>



WEST PALM BEACH

Timeline

City of West Palm Beach Delinquent Account Collection Services



CONCERNS REVIEWED**CONCERN (1)**

Penn Credit was ranked below other proposers responding to RFP 19-20-207; however, RFP 19-20-207 was cancelled and rebid (RFP 20-21-201). Was this done to give Penn Credit an opportunity to be the highest ranked proposer? No.

OIG Review

Our review determined that the City complied with its procurement policies and procedures for the cancellation and rebid of the Delinquent Account Collection Services RFPs.

The selection committee for RFP 19-20-207 ranked the top three proposals as follows:

1. Accounts Receivables, Inc. d/b/a ARI (ARI),
2. Diversified Adjustment Services, Inc. (Diversified), and
3. Penn Credit.

As disclosed to ARI and Diversified, the City entered into negotiations with the two vendors. During the negotiations, the City changed the scope of work to remove the parking fees collection services, and rebid.

The City's Senior Purchasing Agent stated that the decision to remove the collection of parking violation fees from RFP 19-20-207 was made during a meeting between the individuals within the City's Parking Administration, Procurement, and Finance departments. Parking Administration stated that some of the recognized parking collection agencies did not submit proposals. Additionally, the City was disappointed in the prices proposed. Parking Administration noted that parking systems are unique, and agencies that perform parking collection services typically do not perform other types of collection services, although there are a small number of firms that can provide both general and parking collection services.

Parking and Finance reviewed the City's parking system for collection and agreed that the process and system differed enough from other collection systems that it would require separate processes from other delinquent collections. The City's Procurement Official determined that the best value for the City would be achieved by separating the two different collection types to attempt to generate more competitive proposals for each type.

In accordance with City of West Palm Beach Code, Sec. 66-70⁵:

...

A procurement solicitation may be canceled, or any and all bids or proposals may be rejected in whole or in part as may be specified in the solicitation,

⁵ City of West Palm Beach Code of Ordinances, Article IV, Chapter 66, Section 66-70 – Cancellation or rejection of procurement solicitations.

when determined by the procurement official to be in the best interest of the city.

The Procurement Official issued a notice of cancellation of RFP 19-20-207 on October 9, 2020 to all respondents of the RFP. The City did not include Parking Violation Collection fees in the scope of work for RFP 20-21-201 (rebid)⁶. We found no indication that this decision was based upon a discussion regarding Penn Credit (the third ranked proposer for RFP 19-20-207), a review or evaluation of Penn Credit's proposal for RFP 19-20-207, or a desire by the selection committee members or the City's staff to give Penn Credit an opportunity to be the highest ranked proposer for RFP 20-21-201 (rebid).

CONCERN (2)

Did City Procurement employees involved in the administration of RFP 20-21-201 (rebid) (Delinquent Account Collection Services RFP) and Penn Credit have an improper relationship that influenced the selection committee to score Penn Credit as the highest ranked proposer? No.

OIG Review

We did not identify any improper relationships nor actions or influences in the bid and award process by the City towards Penn Credit.

The City published RFP 19-20-207 on January 19, 2020 in the Palm Beach Post and on the City's Procurement website on January 17, 2020. Penn Credit was the third ranked proposer for RFP 19-20-207. Due to a change in the scope of work, RFP 19-20-207 was cancelled. The City published RFP 20-21-201 (rebid) on December 6, 2020 in the Palm Beach Post and on the City's Procurement website on December 3, 2020 with a revised scope of work.

The selection committee appointed to evaluate RFP 20-21-201 (rebid) was composed of members that did not serve on the selection committee for RFP 19-20-207. ARI and Penn Credit's proposals for RFP 20-21-201 (rebid) were evaluated against 16 new firms by three new selection committee members. The committee members for both RFPs signed a Selection Committee Oath attesting to:

- a fair and impartial evaluation and decision,
- conducting an independent evaluation without assistance from anyone,
- maintaining confidentiality of the proposal and discussions,
- there are no conflicts of interest, and
- they were not lobbied or gifted by any of the proposers.

The complainant did not identify anyone in particular who was involved in the procurement process that the complainant believed had improperly influenced or attempted to influence the outcome of the bids, or that had violated the Selection Committee Oath.

⁶ As of the date of this report, the City has not rebid the Parking Violation Collection Fee RFP.

We reviewed the audio files of the selection committee meetings and did not find any attempts to influence the selection committee members towards Penn Credit, or any other proposer. We analyzed each selection committee member's evaluation scores and the final ranking of the proposals; there were no irregularities, and the results approximated the selection committee's deliberations. Finally, Penn Credit was never engaged in negotiations with the City for either RFP 19-20-207 and RFP 20-21-201(rebid).

We found no information to support a finding that City Procurement employees involved in administration of RFP 20-21-201 (rebid) and Penn Credit may have had an improper relationship that influenced the selection committee to score Penn Credit as the highest ranked proposer.

CONCERN (3)

Should the contract award have gone to the City Commission for final approval? No.

OIG Review

Our review determined that the City complied with its procurement policies. The proposed contract award did not require the City Commission's approval.

According to the City of West Palm Beach Code, Article VI. Procurement Methods – **Sec. 66-94. Contracts which require commission approval:**

...

- (a) The following category of contracts shall require the approval of the city commission prior to execution by the mayor:
- (1) Contracts for construction of buildings and structures except those structures that are a part of the water, wastewater, and storm water systems;
 - (2) Contracts for insurance, including property, damage, liability, health, worker's compensation, or any other insurance;
 - (3) Contracts where the requirements of this chapter⁷ have not been fulfilled;
 - (4) Contracts to be approved pursuant to subsection (b)⁸ of this section; and
 - (5) Contracts which require such approval pursuant to state statutes.

⁷ City of West Palm Beach Code of Ordinances, Chapter 66-Procurement

⁸ Sec 66-94 (b) lists the information required in the agency cover memorandum if city commission approval is required.

Sec 66-96. Execution of Contracts and Purchase Orders, further states:

...

- (a) All procurement contracts and contract amendments, including change orders, work authorizations, and work orders, shall be:
- (1) approved by the director of the user department;
 - (2) approved by the city attorney as to form and legal sufficiency; and
 - (3) signed by the mayor and the contractor. No other city officer, employee, or other person shall sign any procurement contract or contract amendments, including change orders, work authorizations and work orders on behalf of the city, except as expressly provided in this section or in the charter.

The contract for Delinquent Collection Services did not require City Commission approval.

Additional OIG Observations and Suggestions

The RFP asked proposers to:

Provide a summary of the Respondent's financial resources, including the last two fiscal years **certified audited financial statements** including auditor's opinion and appropriate notes to financial statements. [Emphasis added]

Certified audited financial statements were not listed as a minimum requirement for consideration for contract award and proposers were allowed to provide various types of documentation to show financial stability. We noted, however, during our review of the audio recordings of the selection committee meetings for RFP 20-21-201 (rebid) that the committee members initially had difficulty understanding and evaluating the financial stability criteria set forth in the RFP. As a result, the selection committee delayed scoring this criterion and the Purchasing Agent requested additional documentation from the proposers.

Properly written evaluation criteria help the agency determine the qualifications and capabilities of a respondent, determine responsiveness and responsibility, and determine to whom the contract should be awarded.⁹ Establishing evaluation criteria is an essential part of the RFP process as it leads to the selection of the proposal which best meets the needs of the entity-and provides a paper trail for others to follow to ensure this somewhat subjective process was done fairly, so as not to favor one proposer over another.¹⁰

⁹ Florida Department of Management Services: Guidebook to Public Procurement Version 2013.2 – 3.3.6 Evaluation Criteria and Basis of Award P. 56 of 114.

¹⁰ NIGP Public Procurement Practice: Developing Evaluation Criteria, Principles and Practice of Public Procurement, 2018

In this instance, several proposers commented to our office that the cost of obtaining a certified audited financial statement was too high and suggested that such cost could create a barrier to competition. While audit financial statements may be helpful, the City may wish to consider whether other matrix would more clearly reveal a proposer's financial stability, to include documents showing company liquidity, solvency, and/or profitability. Such documents may include balance sheets, cash flow statements, income statements, bank statements, letters of credit, annual reports, and/or tax returns. The following factors should be considered when evaluating financial stability:

1. Appoint a technical advisor with the expertise to review the financial information and advised the selection committee members of any conditions that would be relevant in their consideration in evaluating a firm's financial stability.
2. Establish a clear metric of how the financial stability criteria will be evaluated. A technical advisor or procurement personnel can aid the selection committee members if further explanation is needed.
3. List the acceptable financial documents that should be submitted with the proposal. Also, the bid should state if any of the financial documents requested are a minimum requirement in order for the firm to be qualified for award.
4. We suggest training for selection committee members prior to receiving the proposals for evaluation. This provides an opportunity for the selection committee members to receive additional instructions and establish an evaluation methodology prior to the first selection committee meeting.
5. Alternatively, an analysis by a financial subject matter expert prior to the selection committee meetings may be more efficient in evaluating and scoring the financial stability of a vendor.

The National Institute of Government Purchasing (NIGP) has general guidelines for determining vendor responsibility, which are summarized in *OIG Tips and Trends #2020-0001*.¹¹

RECOMMENDATIONS

The City complied with its procurement policies and procedures for both RFPs. Therefore, we do not have any recommendations.

ACKNOWLEDGEMENT

The Inspector General's Contract Oversight & Evaluations staff would like to extend our appreciation to the City of West Palm Beach for the cooperation and courtesies extended to us during the contract oversight process.

¹¹ Palm Beach County Office of Inspector General, 'Tips and Trends #2020-0001, Determining Vendor Responsibility', November 2019, http://pbcgov.com/oig/docs/advisories/Tips_and_Trends_2020-0001.pdf (accessed September 1, 2021)

This report is available on the OIG website at: <http://www.pbcgov.com/OIG>. Please address inquiries regarding this report to the Contract Oversight & Evaluations Director by email at inspector@pbcgov.org or by telephone at (561) 233-2350.

EXHIBIT A



City of West Palm Beach
Procurement Division
401 Clematis Street, 5th Floor
West Palm Beach, FL 33402
TEL: (561) 822-2100
TTY: (800) 955-8771

February 23, 2021

Via Email: Rhett.Donagher@penncredit.com

Rhett Donagher/ Manager of Sales and Marketing
Penn Credit Corporation
2800 Commerce Drive
Harrisburg, PA 17110

**RE: Request for Proposal (RFP) No.20-21-201
Delinquent Account Collection Services (Re-Bid)**

Dear Mr. Donagher:

Although the Selection Committee ranked Penn Credit as the top-ranked proposer for this Request for Proposals, pursuant to Section 3.6 of the RFP, the City is not bound by the recommendation of the Selection Committee.

This letter provides notice that the City will not award a contract for delinquent account collection services to the Penn Credit Corporation.

The RFP also provides:

"Any or all Proposals may be accepted or rejected, in whole or in part, with or without cause, when determined by the City to be in the best interest of the City."

"Any action taken by the City in response to Proposals made pursuant to this RFP or in making any award or failure or refusal to make any award pursuant to such Proposals, or in any cancellation of award, or in any withdrawal or cancellation of this RFP, either before or after issuance of an award, shall be without any liability or obligation on the part of the City or its advisors."

It has come to the City's attention that the Penn Credit Corporation is under indictment in the State of Illinois for corrupt behavior in obtaining government contracts. Moreover, a recent newspaper article in the Palm Beach Post reports that similar behavior may have occurred to retain contracts with the Clerk of the Court for Palm Beach County, Florida.

In the best interest of the City, the City will not award a contract to the Penn Credit Corporation at this time.

Should you have any questions, please contact Josephine Grosch at 561-822-2107.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Nathaniel Rubel'.

Nathaniel Rubel
Procurement Official

cc: File – Matter No. 25668
City Attorney

EXHIBIT B: City of West Palm Beach Scoring Sheet for RFP 20-21-201

RFP No. 20-21-201 – Delinquent Account Collection Services (Re-Bid)

Scoring Sheet

Date: 2/10/2021

| Criteria | Weight (max) x 3 | Account Resolution Corporation | Applied Business Services | Accounts Receivable (AR) | Bull City Financial Solutions | Collection Bureau of Fort Walton Beach, Inc. | LifeQuest Services | Monterey Financial Services | NRA Group, LLC dba National Recovery Agency of Maryland, Inc. | Professional Bureau of Collections of Maryland, Inc. | Penn Credit Corp | Reliant Capital Solutions | RGS Financial | RTR Financial Service & Financial Inc. | Sherlock Financial | States Recovery Systems, Inc. | Transworld Value Recovery System, Inc. | |
|-------------------------------|------------------|--------------------------------|---------------------------|--------------------------|-------------------------------|--|--------------------|-----------------------------|---|--|------------------|---------------------------|---------------|--|--------------------|-------------------------------|--|------------|
| Experience & Qualifications | 25 x 3 | 54 | 68 | 57 | 61 | 63 | 63 | 63 | 69 | 62 | 75 | 61 | 64 | 65 | 69 | 63 | 68 | 61 |
| Technical Resources & Ability | 20 x 3 | 43 | 51 | 51 | 43 | 48 | 54 | 48 | 55 | 51 | 58 | 46 | 55 | 48 | 53 | 53 | 52 | 42 |
| Approach | 20 x 3 | 44 | 53 | 46 | 51 | 46 | 46 | 54 | 51 | 46 | 55 | 50 | 55 | 53 | 51 | 53 | 55 | 51 |
| Financial Stability | 10 x 3 | 25 | 26 | 13 | 26 | 8 | 27 | 26 | 22 | 26 | 24 | 28 | 28 | 26 | 24 | 22 | 24 | 22 |
| Compensation - Fee Schedule | 15 x 3 | 36 | 26 | 33 | 33 | 38 | 42 | 30 | 29 | 29 | 38 | 33 | 32 | 42 | 45 | 38 | 37 | 27 |
| MVBE Preference Points | 10 x 3 | 0 | 0 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 100 x 3 | | 202 | 224 | 230 | 214 | 203 | 232 | 221 | 226 | 214 | 250 | 218 | 234 | 234 | 242 | 229 | 236 | 203 |
| Ranking | | 18 | 11 | 8 | 14 | 16 | 7 | 12 | 10 | 14 | 1 | 13 | 5 | 5 | 2 | 9 | 3 | 16 |

| Ranking Order | Points | Ranking No. |
|--|--------|-------------|
| Penn Credit Corp | 250 | 1 |
| SHERLOCK Financial | 242 | 2 |
| Transworld System, Inc. | 236 | 3 |
| Credit Management | 235 | 4 |
| RGS Financial | 234 | 5 |
| RTR Financial Service & Inc. | 234 | 5 |
| LifeQuest Services | 232 | 7 |
| Accounts Receivables Inc(ARI) | 230 | 8 |
| States Recovery Systems, Inc. | 229 | 9 |
| NRA Group, LLC | 226 | 10 |
| Applied Business Services | 224 | 11 |
| Monterey Financial Services | 221 | 12 |
| Reliant Capital Solutions | 218 | 13 |
| Bull City Financial Solutions | 214 | 14 |
| Professional Bureau of Collections of Maryland, Inc. | 214 | 15 |
| Collection Bureau of Fort Walton Beach, Inc. | 203 | 16 |
| Value Recovery Holding | 203 | 16 |
| Account Resolution Corporation | 202 | 18 |

Selection Committee:

- Dathan Griffiths, Treasury Manager, Finance Department
- Vickie Galton, Customer Service Superintendent, Public Utilities Department
- Lori Padgett, Fiscal Services Supervisor, Fire Department

Meeting Result:

The Selection Committee recommended to move forward for a contract negotiation with the top ranked firm, Penn Credit Corp. If a satisfactory fee or contract cannot be negotiated with the top ranked firm, negotiations will cease and begin with the next ranked firm.

Meeting Facilitator:

Josephine Grosch, Sr. Purchasing Agent

** The Selection Committee Meetings were held on 2/10 & 2/18.

2/10 meeting -

- Committee reviewed and discussed 18 proposals.
- Presentations from each proposer (The Collection Bureau of Fort Walton Beach, Inc. & Monterey Financial Services, LLC didn't show up.)
- Committee requested each proposer to provide a summary of the Respondent's financial resources, including the last two fiscal years certified audited financial statements per RFP request.
- Meeting reconvene to 2/18 for requesting the financial statements to be submitted by 2/15 from the Respondents, so the Committee can review the Financial Stability.

2/18 meeting - Committee scoring and selected a firm for contract negotiations.

2/23 - City awarded the contract to the 2nd ranked firm, SHERLOCK Financial, due to Penn Credit under indictment in the State of Illinois.