

Public Records Request #4290

The following materials have been gathered in response to public records request #4290. These materials include:

- RFP# 269-2020-150: Collection Agency Services – Proposal – FirstPoint Collection Services, Inc.
- RFP# 269-2020-150: Collection Agency Services – Evaluation Workbook

This information was provided as a response to a public records request on 10/20/20 and is current to that date. There is a possibility of more current information and/or documents related to the stated subject matter.

Further Information

For further information about this request or the Citywide Records Program, please contact:

Cheyenne Flotree
Citywide Records Program Manager
City of Charlotte/City Clerk's Office
600 East 4th Street, 7th Floor
Charlotte, NC 28202
Cheyenne.Flortree@charlottenc.gov

Amelia Knight
Public Records Specialist
City of Charlotte/City Clerk's Office
600 East 4th Street, 7th Floor
Charlotte, NC 28202
Amelia.Knight@charlottenc.gov



RESPONSE TO
CITY OF CHARLOTTE
COLLECTION AGENCY SERVICES

RFP # 269-2020-150

TRACKING #8075 9553 0901



CHARLOTTESM

PRESENTED BY:
WILLIAM T. HOWARD, SENIOR VICE PRESIDENT
JULY 24, 2020

July 24, 2020

Nakayla Horlback
City of Charlotte
City Procurement
600 East 4th Street, CMGC 9th Floor
Charlotte, NC 28202

RE: Response to Request for Proposal Collection Agency Services
RFP # 269-2020-150

Dear Ms. Horlback,

Thank you for allowing FirstPoint Collection Resources, Inc. this opportunity to propose collection agency services to the City of Charlotte. As one of the City of Charlotte's current agencies we are excited about the opportunity to continue the relationship. Our proposal is designed for the collection of the City's services listed below:

- Inactive Water/Sewer and Storm Water accounts
- Active Storm Water and Sewer (non-water) accounts
- Returned Checks on non-Water/Sewer/Storm Water accounts
- CDOT/Division of Parking Services

Founded on integrity, compliance, innovation, and the strong desire to meet and exceed the needs of its clients, FirstPoint Collection Resources has successfully provided full-service collections for over 70 years. Now recognized as one of the largest regional, full-service collection operations in the United States, FirstPoint Collection Resources is:

- Financially stable, with no debt
 - Independently audited annually by outside auditors
- Licensed and Bonded Nationwide as required by law
- Professional Practices Management System (PPMS) Certified by ACA International.
- Leading Edge Technology – including on-site IT Department skilled at all levels of client interfacing, all systems fully backed up and protected by our disaster recovery and business continuity plan.

After careful review of RFP # 269-2020-150, we feel that we can effectively execute a collection program that meets all criteria specified by the City of Charlotte.

Accuracy and Authorization

I, William T. Howard, warrant that I am an officer of the company and have the authority to contract with the City of Charlotte. In addition, I warrant that the information provided in this proposal is true, accurate and complete as of the date of this letter.

Thank you, Ms. Elmore for the opportunity to present this proposal. Please call if you have any questions or would like further information.

Sincerely,



William T. Howard, Senior Vice President
FirstPoint Collection Resources, Inc.
225 Commerce Place
Greensboro, NC 27401
Phone: 336-378-6310 / 1-800-678-4580
Fax: 336-378-6266
E-mail: bhoward@firstpointresources.com
Website: www.firstpointresources.com



Proposed Solution—Section 4.1.2

FirstPoint Collection Resources, Inc. is an incumbent vendor for the City of Charlotte. After review of the Scope of Collection Agency Services in Section 3 of the RFP we agree and comply with all requirements.

FirstPoint has policies, procedures and programs in place to complete the scope of work included but not limited to:

- **Accepting all types of accounts for collection**
- **Managing the Debt Setoff Program**
- **Providing secure processes for placement and updates of accounts**
- **Remitting gross fees to the City of Charlotte daily**
- **Maintaining collection standards**
- **Security, Technical and Encryption Policies**
- **Certifications and Compliance with all collection laws and standards**
- **State of the Art Customer Service Staff**

Since FirstPoint is a current vendor there will be no transition period therefore allowing the City of Charlotte to continue placement of accounts and collection activity without an implementation timeline.

Section 6
Required Forms

REQUIRED FORM 4 – PRICING WORKSHEET
RFP # 269-2020-150

Collection Agency Services

Regardless of exceptions taken, Companies shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs for which the City will be responsible.**

For purposes of this RFP, assume an initial term of three (3) years, with the City having an option to renew for two (2) additional consecutive one (1) year terms thereafter.

Instructions: Proposed fee shall be stated as a percentage of the gross amount of the funds collected.

For example: Company proposes that it will charge XX % of the funds collected as a service fee.

The Service Provider proposes 15.95% percent of gross funds collected as the fee for the services outlined in this RFP.

Additional Comments:

William T. Howard
7/23/20



**RESPONSE TO
CITY OF CHARLOTTE
COLLECTION AGENCY SERVICES**

RFP # 269-2020-150

TRACKING #8075 9553 0901



**PRESENTED BY:
WILLIAM T. HOWARD, SENIOR VICE PRESIDENT
JULY 24, 2020**

REQUIRED FORM 6 – COMPANY’S BACKGROUND RESPONSE

RFP # 269-2020-150

Collection Agency Services

Companies shall complete and submit the form below as part of their response to this RFP. Additional pages may be attached as needed to present the information requested.

1. Company’s legal name.

FirstPoint Collection Resources, Inc.

2. Company Location (indicate corporate headquarters and location that will be providing the Services).

The corporate headquarters and the location where service will be provider are the same, 225 Commerce Place, Greensboro NC 27401.

3. How many years has your company been in business? **71 years** How long has your company been providing the Services as described in Section 3? **71 years**

4. How many public sector (cities or counties) clients does your company have? **11** How many are using the Services? **11** Identify by name some of the clients similar to City (e.g., similar in size, complexity, location, type of organization).

- **City of Greensboro, Greensboro NC**
- **City of High Point, High Point NC**
- **Birmingham Water Works Board, Birmingham, AL**
- **State of North Carolina**
 - **Department of Labor**
 - **Department of State Treasurer**
- **Alliant Energy, Locations in Iowa and Wisconsin**
- **Water Works Board of Auburn, AL**
- **Southern Company Gas (Virginia Natural Gas and Chattanooga Gas)**
- **Piedmont Natural Gas**
- **Duke Energy**
- **Rutherford Electric Membership Corporation, Rutherford NC**
- **NorthState Communications, High Point NC**

5. List any projects or services terminated by a government entity. Please disclose the government entity that terminated and explain the reason for the termination.

FirstPoint Collection Resources, Inc has not been terminated by a government entity prior to contract completion.

6. List any litigation that your company has been involved with during the past two (2) years for Services similar to those in this RFP

FirstPoint has not been involved in any litigation in the past two years for services similar to those in this RFP.

7. Provide an overview and history of your company.

The core of FirstPoint Collection Resources business is 3rd party debt collections. For more than 70 years, innovation has been a guiding principal behind everything we do at FirstPoint. Our work, our people and our business strategy. This ongoing quest for improvement through new ways of looking at recovery, budget management and end use fuels our success and continued growth. FirstPoint has a unique structure as its collection department was formed under the umbrella of The Greensboro Merchants Association. Through the years our stability and growth in the industry as proven our agency to be one of the premiere agencies in the Southeast. Our Mission at FirstPoint is a firm of integrity, dedicated to building relationships, the pursuit of excellence, and the development and empowerment of our quality people.

8. If your company is a subsidiary, identify the number of employees in your company or division and the revenues of proposing company or division.

There are 103 employees in the FirstPoint Collection Resources, Inc division. Our annual revenue is \$10.2 million.

9. Identify the percentage of revenue used for research and/or development by the proposing company or division.

FirstPoint uses approximately 4.5% of revenue for research and/or development.

10. Identify any certifications held by your company if you are implementing or reselling another company's products or services. Include how long the partnership or certification has been effect.

FirstPoint Collection Resources, Inc does not resell another's company products.

11. Describe your company's complete corporate structure, including any parent companies, subsidiaries, affiliates and other related entities.

The parent company of FirstPoint Collection Resources, Inc is FirstPoint, Inc. which was established in 1906. The FirstPoint family of resources offers businesses a variety of information and operation services that include revenue cycle management, background screening services, residential tenant screening, Equifax credit and mortgage solutions, as well as professional management of trade associations, professional societies and licensure boards. The company is continuing its successful growth strategy of vertical business development and acquisition.

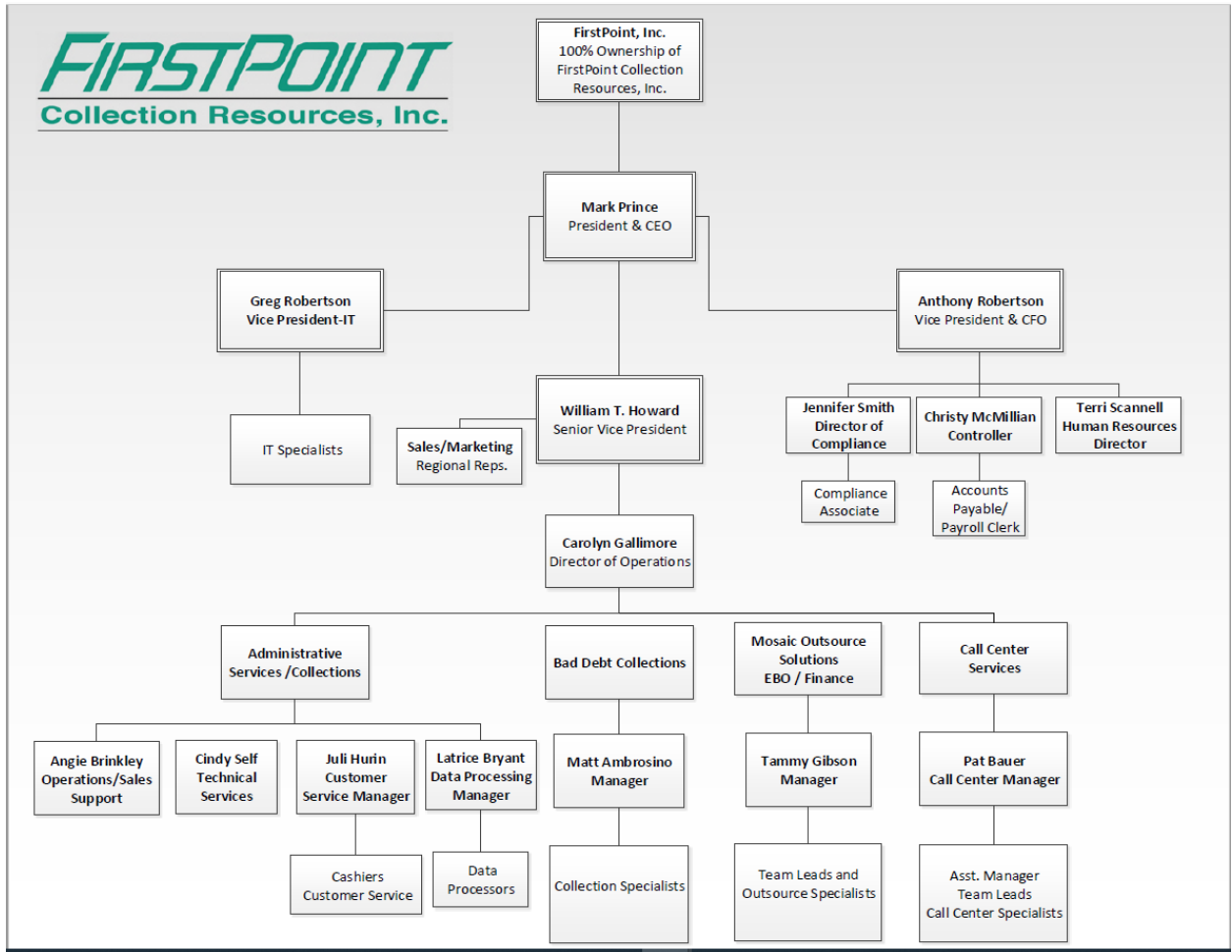
12. Describe the ownership structure of your company, including any significant or controlling equity holders.

Company Ownership: Private

**Parent Company: FirstPoint, Inc. (est. 1906)
225 Commerce Place
Greensboro, NC 27401**

13. Provide a management organization chart of your company’s overall organization, including director and officer positions and names and the reporting structure.

Below is the FirstPoint Collection Resources, Inc. Organizational Chart.



Below is the 2020 FirstPoint, Inc. Board of Directors.

2020 Board of Directors

Executive Committee



J. Nathan Duggins, III
Incoming Chairman of the Board
Tuggle Duggins P.A.



Darlene Leonard
Immediate Past Chairman
Smith Leonard PLLC



D. Ford Bowers
Vice-Chair
BB&T / Truist



Bart Lassiter
Immediate Past Chairman
City Transfer & Storage



Clarence McDonald
Treasurer
Wells Fargo



Mark Prince
President & CEO
Guilford Merchants Association/
FirstPoint, Inc.

Board Members

- ❖ Richard Beard, Schulman & Beard
- ❖ Tara Burgio-Wheelihan, ATI Decorative Laminates
- ❖ Scott Johnson, Greensboro Coliseum Complex
- ❖ Mary McElroy, Atlantic Coast Conference
- ❖ Provost Beryl McEwen, NC A&T University
- ❖ Donald Moore, Greensboro Grasshoppers
- ❖ Chief Bobby Nugent, Greensboro Fire Department
- ❖ Scott Shoener, Kontoor Brands
- ❖ Steve Swetoha, Greensboro Swarm
- ❖ John Thomas, IDeACOM of Central N.C. Inc.

14. Describe the key individuals along with their qualifications, professional certifications and experience that would comprise your company's team for providing the Services.

Bill Howard, Senior Vice President. Mr. Howard has over 30 years of experience in revenue receivables management, including credit card, utility, and third-party collections. Prior to joining FPCR, Mr. Howard was Vice President of Credit Bureau Systems, Inc. for 15 years. Mr. Howard has worked with FPCR since 2012.

Carolyn Gallimore, Director of Operations. Mrs. Gallimore has over 31 years of revenue receivables management. Mrs. Gallimore holds an American Collectors Association (ACA) Scholar Degree. The Scholar Degree shows the recipient demonstrates industry experience, and a strong commitment to education and professional development. Mrs. Gallimore has worked with FPCR since 2002.

Greg Robertson, Vice President of Information Technology. Mr. Robertson has over 15 years of experience in Information Technology. Mr. Robertson is also responsible for the development, implementation and governance of the information systems and technology infrastructure. Mr. Robertson has worked with FirstPoint, Inc. since 2002.

Jennifer Smith, Director of Compliance. Mrs. Smith has over 19 years' experience in the areas of compliance and training. Her primary responsibilities include evaluation and oversight of all

processes to ensure FDCPA, FCRA, federal and state compliance, as well as developing and implementing employee training in the areas of process flow, documentation and compliance.

Angie Brinkley, Manager of Operations and Sales Support. Angie joined FirstPoint in 2008, after 24-years of service with High Point Merchants Collection Division, which merged with FirstPoint in 2008. She has worked in all aspects of the collection industry, gaining an in-depth knowledge of the collection industry and the needs of our clients. Angie was promoted to Customer Service Manager in June 2009. After serving in this position for 6 years she was promoted to Manager of Operations and Sales Support in 2015.

Juli Hurin, Customer Service Manager. Juli joined FirstPoint in 2009 after a merger with Mosaic Debt Outsource and Finance Solutions. She was a team leader in the outsource/finance division for 6 years before being promoted to this position. Juli is very customer service oriented and always wants the best outcome for our clients. She is a great leader for our customer service team.

Cindy Self, Technical Service Manager. Cindy joined FirstPoint in 1991. During her 25 years of service, she has worked in several departments, which has gained her a vast knowledge of the internal workings of an account receivable agency. This knowledge enables her to anticipate and meet the needs of our clients. As Technical Service Manager, Cindy is responsible for Information Services (IS) and Data Processing.

Matt Ambrosino, Collections Manager. Matt joined FirstPoint in 2006. With 15 years' experience in collection management and training, Matt is able to ensure that FirstPoint's collection team is effectively trained and able to optimize their calls. He has a diverse knowledge of collections for various industries, which include banking, telecom, healthcare and utilities. Matt also has an extensive knowledge of our in-house technologies: Ontario Systems' Artiva and several predictive inbound/outbound dialers. His overall abilities and drive play a vital part in our ability to meet and exceed the needs of our clients.

Below are Certifications for our compliance officer, Jennifer Smith.





15. If the Proposal will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, please describe the relationship, to include the form of partnership, each team member's role, and the experience each company will bring to the relationship that qualifies it to fulfill its role. Provide descriptions and references for the projects on which team members have previously collaborated.

Not applicable.

16. Explain how your organization ensures that personnel performing the Services are qualified and proficient.

FirstPoint has a Full-time certified trainer on staff that educates the staff on Professional Telephone Techniques, FDCPA, and FCRA. Training is on-going to keep abreast of any changes in applicable federal and state laws as they apply to the Fair Debt Collection Practices Act (FDCPA), Fair Credit Reporting Act (FCRA) FirstPoint utilizes many resources to ensure that we are compliant, including updates through ACA.

• All new hired employees will receive comprehensive training in all areas of the debt recovery Industry.

- **Trainees received hands-on education in:**
Fair Debt Collection Practices Act (FDCPA) regulations, Professional Telephone Collection Techniques (PTCT), Privacy Act of 1974, FCRA, Telephone Consumer Protection Act (TCPA) Unfair, Deceptive or Abusive Acts or Practices (UDAAP) State Specific Laws Bankruptcy Collection Theory Collection Procedures Talk-Off Techniques Negotiation Customer Service Computer System Operation File Maintenance.
""Contract specific"" training to ensure that they are well educated regarding the policies, procedures, and objectives of our clients.
- **All new employees are observed and evaluated during training periods to ensure that all strengths and weaknesses are identified and if necessary proactive adjustments can be made.**
- **All new employees are required to train and test with a 85% score on ACA International approved Fair Debt Collection Practices Act (FDCPA), Professional Telephone Collection Techniques (PTCT) guidelines.**
- **Collectors, after one (1) full year of services are certified through the American Collectors Association (ACA). Test score must be 80%+ per ACA to achieve certification.**

Knowledge Link

In order to reinforce knowledge of the collection laws, FirstPoint's policies and procedures we have invested in an application called Knowledge Link. This application offers:

- **A continues knowledge reinforcement training cycle**
- **Enhance training programs by easily creating contact specific training**
- **Present company policies of any type at desired frequencies for review**
- **Create and administer testing to validate knowledge and to certify staff in:**
 - **FDCPA – Fair Debt Collection Practices Act**
 - **FCRA – Fair Credit Reporting Act**
 - **HIPAA Health Insurance Portability and Accountability Act**
 - **Collection Policies**
 - **State regulations**
- **Conduct surveys to gain employee feedback**

Collector Scorecard

To manage and monitor compliance internally, we have a collector scorecard. The collection manager listens to calls and scores collectors based on their compliance. This can impact their compensation and hours of work.

On the following pages is an example of the collector scorecard.

FirstPoint is 1 of 58 agencies certified as PPMS (Professional Practices Management System) agency through ACA (American Collectors Association). PPMS is a management system based on developing implementing and adhering to industry specific practices and policies, assuring our clients that we will represent them in a professional and ethical manner. The PPMS system

of policies, procedures and work instructions ensures that work is done the same way, the right way, each time. PPMS certification is an annual process where all policies and procedures are reviewed and audited for compliance by two independent Certified Public Accounting firms.

Five Key areas which PPMS helps a company improve:

1. Increases overall efficiency for better customer service
2. Company-wide commitment to quality assurance
3. Documented procedures for consistent performance
4. Client service issues are quickly resolved
5. Client satisfaction is continually measured.





Certificate of Membership 2020

FirstPoint Collection Resources Inc.

Greensboro, North Carolina

Company Member Number 10011240

has pledged to uphold and abide by the Code of Conduct of ACA International, the world's largest organization of accounts receivable management companies, and is hereby entitled to the rights and privileges of membership as provided in the Bylaws of ACA International, the Association of Credit and Collection Professionals.

FirstPoint Information Systems is used to perform our background screening. An employee has a background check, credit check and drug screen. The Company performs criminal checks on every employee who is hired.

- **State and federal law requires that the individual who has information accessed must sign an authorization form.**
- **The information obtained during the background screening process will remain confidential to people who are in authority to make hiring decisions. Such reference checks are used for employment purposes only to ensure that the employee meets the Company's hiring requirements. Additional background checks may be required for some positions.**

17. Provide information regarding the level of staffing at your organization's facilities that will be providing the Services, as well as the level of staffing at subcontractors' facilities, if known or applicable.

Total Employees: 103

21 - Management/Administration

- 2 - Marketing/Sales**
- 68 - Collectors**
- 12 - Customer Service/Telephone Support**

Average tenure of employees; Management 16 years, Client Services 15 years, Data Processing 7 years, Collection Specialists 7 yrs. FirstPoint prides itself on our experienced management and staff. All 3 of the top leadership staff in collections have 20 plus years in the collection industry.

18. If your company has been the subject of a dispute or strike by organized labor within the last five (5) years, please describe the circumstances and the resolution of the dispute.

FirstPoint has never been the subject of a dispute or strike by organized labor.

19. Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process. Describe the results of any third party security audits in the last five (5) years.

Procedures are outlined and described in the below attachments:

Attachments:

- I. Asset Management Policy**
- II. Employee Access Policy**
- III. FirstPoint Network Security**
- IV. Network Audit Policy**
- V. Password Policy**
- VI. RiskSense Third Party Audit**

REQUIRED FORM 7 – REFERENCES

RFP # 269-2020-150

Collection Agency Services

Companies shall complete the form below. The City’s preference is for references from organizations of similar size or where the Company is performing similar services to those described herein. If such references are not available, individuals or companies that can speak to the Company’s performance are adequate.

REFERENCE 1:

Name of Client: City of Greensboro Main Phone: 336-373-2353

Address: PO Box 3136, Greensboro, NC 27402-3136

Primary Contact: Teresa Childress Title: Collections Manager

Contact Phone: 336-373-2310 Contact E-mail: Teresa.childress@greensboro-nc.gov

Service Dates: March 1997 to present

Summary & Scope of Project: FirstPoint Collects delinquent Parking Tickets and Utility Bills for the City of Greensboro.

Total Approx. Value of Annual Collections \$ 300,000 Utilities, \$500,000 Parking Tickets

REFERENCE 2:

Name of Client: Virginia Natural Gas Main Phone: 866-229-3578

Address: 544 S. Independence Blvd. Virginia Beach, VA 23452

Primary Contact: Fan Woodard Title: Collections Manager

Contact Phone: 757-455-5346 Contact E-mail: fwoodard@aglresources.com

Service Dates: March 1993 to present

Summary & Scope of Project: FirstPoint Collects delinquent natural gas bills for Virginia Natural Gas and Chattanooga Gas. They are now both part of Southern Gas Company.

Total Approx. Value of Annual Collections \$ 3 M Virginia Natural Gas, \$414,000 Chattanooga Gas

REFERENCE 3:

Name of Client: City of High Point Main Phone:336-883-3178

Address: PO Box 230, High Point NC 27261

Primary Contact: Bob Martin Title: Customer Service Director

Contact Phone: 336-883-3178 Contact E-mail:bob.martin@highpointnc.gov

Service Dates: June 2008 to present

Summary & Scope of Project: FirstPoint collects delinquent power and water bills for the City of High Point.

Accounts are also submitted by the City of High Point to the NC Debt set off plan.

Total Approx. Value of Annual Collections \$1.4 M

REFERENCE 4:

Name of Client: Birmingham Water Works Board Main Phone:205-244-4022

Address:3600 1st Avenue North, Birmingham AL 35222

Primary Contact: John Sargent Title: Superintendent Customer Relations

Contact Phone: 205-244-4022 Contact E-mail: john.sargent@bwwb.org

Service Dates: June 2018 to present

Summary & Scope of Project: FirstPoint collects delinquent water and sewer bills for the Birmingham Water Works Board.

Total Approx. Value of Annual Collections \$2.7 M

REFERENCE 5:

Name of Client: Alliant Energy Main Phone: 641-437-5092

Address: 300 Sheridan Ave. Centerville IA 52544

Primary Contact: Amy Cullum Title: Credit & Collections Associate

Contact Phone: 641-437-5092 Contact E-mail: amycullum@alliantenergy.com

Service Dates: January 2020 to present

Summary & Scope of Project: FirstPoint collects delinquent energy bills for Alliant Energy in the states of Iowa and Wisconsin.

Total Approx. Value of Annual Collections \$18.2 M to date for 2020

**REQUIRED FORM 8 – ADDITIONAL COMPANY QUESTIONS
RFP # 269-2020-150**

Collection Agency Services

Companies shall include responses to the additional questions posed below. Responses may be provided on a separate sheet provided that such response clearly includes the question reference numbers.

General Questions:

1. Describe the communications scheme that your organization will use to keep the City informed about the Services.

As a current vendor of the City of Charlotte we have everything set up now based upon the SOW. We receive your files on a secure FTP site using PGP encryption. We receive the additional files via email. Files are processed and an email is sent to the City of Charlotte advising totals for account data processed. We also send an email advising when there is a settlement or reversal and let you know that the account information is on the City of Charlotte portal. The monies collected at FirstPoint are ACH'd daily and an email is sent letting the City of Charlotte know of the deposit and amount of deposit. If we are unable to call on accounts due to system issues, system down, etc. FirstPoint contacts the City of Charlotte to let them know.

2. Describe the risks associated with this Contract. What contingencies have been built in to mitigate those risks?

Numerous factors can potentially impact scope, time, cost or quality. FirstPoint Collection Resources' risk management approach is a structured process applied in an effort to anticipate, mitigate and control risks. Open communication encourages shared risk management and overall awareness. This continuous process allows the team to focus project resources where they are needed to ensure success of the project.

FirstPoint Collection Resources' risk management approach consists of five primary activities:

- **Identification:** continuous efforts to identify, acknowledge and document risks.
- **Analysis:** an evaluation of all identified risks to estimate the overall exposure. This includes probability of occurrence, severity of impact, and timeframe of expected occurrence or when mitigation actions are needed.
- **Response Planning:** defining proactive and executable mitigation strategies and actions. Mitigation actions seek to prevent risk occurrence and reduce the impact if it occurs. This includes assigning mitigation ownership responsibility to project stakeholders. Mitigation actions become specific project activities and are added to the project plan.
- **Control:** status information is used to make decisions regarding risks or risk mitigation efforts. A risk may be closed or monitored, a mitigation action may be re-planned, or a contingency plan may be invoked.
- **Communication and Documentation:** communicating and documenting risk at all steps of the process. This may be in the form of an implementation log, risk assessment form, or meeting decision. The entire risk log will be reviewed monthly with the client project manager.

Required Services:

1. If your Company is incapable of providing any aspect of these Services, explain that lack of capability.

As a current vendor of the City of Charlotte, FirstPoint Collection Resources, is capable of providing all aspects of the services described in the scope of work.

2. Describe your Company's payment options available to Customers (ex. Check/mail, bank draft, ACH, debit, or credit). Are Customers able to make payments using the Company's web portal and Interactive Voice Response ("IVR") systems?

FirstPoint offers customers several secure means of payment including but not limited to internet and telephone. Currently we offer the following options for payments to be remitted without charging any fees to the consumer; Debit and Credit Cards, our website, www.firstpointpay.com, Interactive Voice Response (IVR), Electronic payments by phone with Check, Debit and Credit Cards. We do allow customers to postdate payments within 30 days and set up payment arrangement by a secure payment means as mentioned above. Payment arrangements are set up depending on balance.

3. Describe your process for validating Customer information for placements transmitted by the City, to include validation and updating of Customer mailing addresses.

During the initial collection phase and beyond, FirstPoint uses an automated scrub process through TransUnion (TLO) and National Change of Address (NCOA). This verifies the correct address, phone number, deceased, bankruptcy and cell phones.

4. Describe any previous experience with debt setoff and provide a list of references for whom your company has provided debt setoff.

FirstPoint has been providing and managing debt setoff services for the City of Charlotte since 2013. FirstPoint also has other clients that participate and report debt set off payments to us as they are received.

5. The City prefers a system in place that would allow the City to have access to the Company's system to enter updates or, at a minimum, query level access. Refer to Exhibit B, describe whether you can meet requirements.

As a current vendor FirstPoint already has this system in place for the City of Charlotte. FirstPoint built a portal in 2013 for the City to enter updates and have access to the FirstPoint system.

This is to confirm we can meet all requirements as described in Exhibit B.

6. Describe your back-up facilities and/or disaster recovery plans, including the location of your backup facility.

Attachment VII Disaster Recovery Plan

7. Describe your validation process related to account balances; how and when (i.e. daily, weekly) are they reconciled to the city's balances.

FirstPoint's scripts compare our balances to the City of Charlotte's for any transactions on the files daily. This includes the AGas file which has the placement information, cancels and balance adjustments. Accounts with no transactions are reconciled monthly.

Transition of Services:

1. What steps will your organization take to ensure that the transition of Services runs smoothly?

As a current vendor FirstPoint already has programs and requirements as stated in the Scope of Work in place. This is one of the advantages of continuing the relationship with FirstPoint. We anticipate a smooth transition of services.

2. Provide a project schedule detailing the deliverables, tasks, and timeframes to complete implementation and begin performing all Services.

As stated above there will be no implementation timeline since programs and requirements are already in place.

IC System				Short list - yes?	Short list - no?	Rationale
Strengths		Neutral		Concerns		
Qualifications and Experience						
page #		page #		page #		
72	Company has been in providing debt collection services for 80+ years, currently serves 20 local government agencies.			8 138		Proposal does not provide detail on the company's debt set off process. Company is operating in a different time zone, concerned with potential communication delays.
Project Approach and Solution						
	Detailed transition and implementation plan that would be complete in 4-6 weeks.	50	Proposal does not detail the frequency of third party audits.			Business Continuity Plan allows for 72 hours to have company back in operation. Concerned with the impact that the extended interruption will have on services.
Cost Effectiveness and Value						
		34 Form 4	Custom reports available at no cost to the City. 15.5% gross fee is very competitive.			
Acceptance of the Terms of the Contract						
	No exceptions to the terms of the contract.					
Questions for Short List Vendor?						
Demonstration and Interview						
References						
			Company has experience with public sector clients: NY Police Department Bureau of Environmental Compliance			