

**CITY COUNCIL  
COMMUNICATION:**

**03-460**

**AGENDA:**

SEPTEMBER 22,  
2003

**SUBJECT:**

REQUEST FOR  
PROPOSALS FOR  
COLLECTION  
SERVICES

**TYPE:**

**RESOLUTION**  
ORDINANCE  
RECEIVE/FILE

**SUBMITTED BY:**

MERRILL R.  
STANLEY  
FINANCE DIRECTOR

**ITEM \_\_\_\_\_**

**OFFICE OF THE CITY MANAGER  
CITY OF DES MOINES, IOWA**

**SYNOPSIS —**

The City of Des Moines currently uses The CBE Group, Inc. (CBE) to provide collection services. The City would like approval from City Council to issue a Request for Proposal (RFP) for this service.

**FISCAL IMPACT —**

The City of Des Moines should expect increased collections of referred accounts from the collection agency that is selected as a result of the RFP.

**RECOMMENDATION —**

**Approval and authorization to distribute the RFP for collection services.**

**BACKGROUND —**

As a result of an RFP issued in November 1999, CBE was selected as the City's collection services agency with a contract start date of March 1, 2000. The contract period was for three years with two one-year renewal options. The City exercised its first one-year renewal option to extend the contract with CBE until March 1, 2004. The contract may be terminated by either party with thirty (30) days written notice.

The City currently forwards to CBE delinquent ambulance accounts and Municipal Housing Services' delinquent rent accounts. The City would like to see improvements in collection rates for these accounts and would also like to add new types of accounts to be sent to a collection agency. Specifically, the City is interested in receiving collection services for unpaid parking tickets. Our current collection agency cannot provide this service based on the information the City can furnish for each unpaid ticket. The City may want to select collection agencies that specialize in the collection of delinquent ambulance accounts or unpaid parking tickets.

The City reserves the right to select one or more collection agencies as a result of the RFP process if it is in the City's best interest to select agencies that specialize in a specific type of account.
