

EXHIBIT B

HIDALGO COUNTY REQUEST FOR PROPOSAL

**“Legal Services for the Collection of (Delinquent) Court Fees, Fines
and Related Court Costs-Phases I & II”**

SELECTION CRITERIA

**“Legal Services for the Collection of (Delinquent) Court Fees, Fines and Related Court Costs-Phases I & II”
SELECTION CRITERIA
RFP: 2015-041-03-11-MEG**

Selection Criteria		Points	Score
1. Firm’s Qualifications	(25)		
Total number of Texas clients			
➤ Experience in collecting for Counties, cities and other client in the State of Texas			
➤ Experience and stability of key staff members			
➤ Reference are required			
Comments/Rationale For Points:			TOTAL
2. Collection Procedures	(25 pts)		
➤ Collection time period, collection techniques utilize for this contract			
➤ Payment handling			
➤ Procedure for Implementing work plan and timetable			
➤ Handling of non-English speaking clients			
Comments/Rationale For Points:			TOTAL
3. Collection Notice	(10 pts)		
➤ Customer service methodology of contacts and notices---handling customer’s questions/problems. Example: Letters, phone transcripts, etc			
➤ Adequacy and sophistication of telephone resources:			
Comments/Rationale For Points:			TOTAL
4. Management Reports	(25)		
➤ Reports provided to the County			
➤ Flexibility in meeting the County’s reporting needs			
➤ Responses to Auditor inquiries and confirmation requests			
Comments/Rationale For Points:			TOTAL
5. Computer Network	(15 pts)		
➤ Adequacy and sophistication of Data Processing Resources			
➤ Data Transfer procedures			
➤ On-line inquiry capabilities			
➤ Proposed methodology for data transfer to and from the County data base			
Comments/Rationale For Points:			TOTAL
Total Score			

Project Name: _____

Department: _____

Firm/Participant: _____

Evaluator: _____ Date: _____