

EXHIBIT B

HIDALGO COUNTY REQUEST FOR PROPOSAL

**“COLLECTION OF DELINQUENT COURT COSTS, FEES, AND
FINES”**

RFP NO. 2019-124-09-16

SELECTION CRITERIA

**“COLLECTION OF DELINQUENT COURT COSTS, FEES, AND FINES”
SELECTION CRITERIA
RFP: 2019-103-09-16**

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: _____