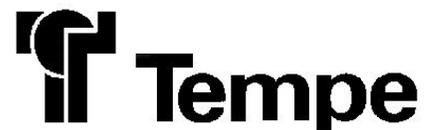


Staff Summary Report



Council Meeting Date:

6/24/2010

Agenda Item Number: _____

SUBJECT: Request approval of one-year renewal of contracts with NCO Group (formerly Risk Management Alternative) and Progressive Financial Services for collection services related to the recovery of outstanding fines, fees and costs due the City of Tempe to be used by Courts, Police and Financial Services.

DOCUMENT NAME: 20100620fsta05 PURCHASES (1004-01)

COMMENTS: (T05-094-01 and 02) Total combined value of this renewal shall not exceed \$250,000 during the one-year contract period beginning July 31, 2010.

PREPARED BY: Tony Allen, Procurement Officer, 480-350-8548

REVIEWED BY: Michael Greene, CPM, Central Services Administrator, 480-350-8516
Louraine Arkfeld, Presiding City Court Judge, 480-350-8514
Mark Stodola, Court Manager, 480-350-8457
Tom Ryff, Police Chief, 480-350-8214
Paul Bentley, Fiscal/Research Administrator, 480-858-9204
Tom Duensing, Deputy Financial Services Administrator, 480-350-8866
Tarja Nummela, Customer Services Administrator, 480-350-8637

LEGAL REVIEW BY: Dave Park, Assistant City Attorney, 480-350-8907

DEPARTMENT REVIEW BY: Jerry Hart, CPA, Financial Services Manager, 480-350-8505

FISCAL NOTE: There is no direct cost to the City. The collection firms receive a percentage of the collected amounts.

RECOMMENDATION: Approve the renewal of the contracts.

ADDITIONAL INFO: Background Information

These contracts provide for collection services related to the recovery of outstanding fines, fees and costs due the City. This is the third of three available renewal options allowed by the contract.

Contractor Performance

NCO Group and Progressive Financial Services were rated by the utilizing departments on the following criteria:

- Personnel are responsive, cooperative and available
- Overall quality of products or services delivered
- Timeliness of performance
- Quality of follow-up in resolving complaints or problems
- Firm's promptness in submitting accurate invoices

In all categories, NCO Group and Progressive Financial Services received scores indicating their meeting or exceeding standards as established by the contract. It is the recommendation of the departments to renew the contracts.

There will be no increase in rates. The contracted collection fee is 15% of the amount recovered.

