

DOUGLASVILLE – DOUGLAS COUNTY WATER AND SEWER AUTHORITY

**8763 Hospital Drive
Douglasville, Georgia 30134**

REQUEST FOR PROPOSALS

for

DEBT COLLECTION SERVICES

RFP #193

May 1, 2024

Proposals due on May 22, 2024

The Douglasville – Douglas County Water and Sewer Authority (the “Authority”) is soliciting competitive sealed proposals from licensed and bonded collection agents to collect delinquent balances owed for past due water and sewer bills and other charges due to the Authority. Companies responding to this Request for Proposals should have been in business for at least five (5) years in the State of Georgia.

The Authority exclusively provides water, sanitary sewer, and stormwater services to the City of Douglasville and unincorporated Douglas County, Georgia. The Authority operates and maintains water, sanitary sewer, and stormwater systems including water reservoirs, a water treatment plant, several wastewater treatment plants, water distribution lines, sewage collections lines, culverts, and associated appurtenances, including meters to record consumption. The Authority serves approximately 46,000 water accounts with approximately 21,000 of those also being sanitary sewer accounts. The Authority issues and collects monthly utility bills for water, sewer, stormwater, and/or sanitation services for the City of Douglasville, parts of the City of Villa Rica, and unincorporated Douglas County. Payments are due on the due date of each billing statement.

Sealed proposals for debt collection services will be received by the Authority at its Administrative Offices located at 8763 Hospital Drive, Douglasville, Georgia 30134 until 10:00 a.m. local time, on Wednesday, May 22, 2024. Proposals shall be submitted in triplicate and sealed and mailed or delivered to the Authority so that they are received no later than the above time and date. Proposals received after this time will not be accepted.

Proposals should include sufficient information for the Authority to evaluate the debt collection services proposed and available, including, at a minimum, the following information:

- (1) Introduction of company including history and key personnel and proof of licensing and bonding;
- (2) Suite of services offered including Fair Debt Collection Practices compliance procedures and monthly reporting and reconciliation;
- (3) Fee structure; and
- (4) References of other governmental and/or utility companies currently or previously served.

Based on the written proposals received, the Authority intends to invite one or more companies, who are deemed reasonably susceptible of contract award, to make a formal presentation of the details of its proposal and engage in a question-and-answer interview format with Authority personnel.

Upon both receipt of the written proposals and at the conclusion of the presentations/interviews, the Authority, in its sole discretion, shall have the right to discuss and negotiate with one or more companies for an annual contract for debt collection services based on the best interests of the Authority.