

DATE: March 24, 2016
TO: Agency Addressed (No. 28, 2015-16)
FROM: Christina Smith, Director
Division of Accounting and Auditing
Department of Financial Services
SUBJECT: NEW DEBT COLLECTION CONTRACT

The Division of Accounting and Auditing, Bureau of Financial Reporting (Department) solicited responses via a Request for Proposals for a new State of Florida Debt Collection Contract.

The Department has executed agreements with four vendors:

<u>Vendor</u>	<u>Collection Fee</u>
Transworld Systems, Inc. (TSI);	13%
National Enterprise Systems, Inc. (NES);	14%
United Collections Bureau, Inc. (UCB);	17.5%
Gila Corp, DBA Municipal Services Bureau (MSB)	22%

The contracts will have new deliverables including: minimum level of effort for each account; continuing effort requirements on all accounts for the duration of placement; training opportunities from the Department and vendors; and new streamlined reporting and data reporting requirements.

Each state agency will be required to select the vendor(s) they would like to work with for debt collection services. When choosing a vendor, the state agency must complete and sign the new Vendor Selection Agreement Form included in the new Debt Collection Contract and provide that form to the Department for signature by the vendor(s). A signed form is required for each vendor with which an agency wishes to place accounts, even if they are choosing to work with the same vendor(s) as under the previous Contract.

To facilitate a smooth transition to the new contract, agency personnel should continue to complete a monthly review and reconciliation of their account inventory (for accounts sent to collections) and verify that the vendor's account inventory reports agree with agency records of placed accounts. Additionally, agency personnel should review the account inventory for accounts that exceed applicable statutes of limitations, and request approval for write-off of applicable accounts in accordance with the criteria found in rule (Chapter 69I-21.002, F.A.C.).

For questions or additional information, contact us at ClaimsForCollections@myfloridacfo.com.