

**University of Denver Request for Proposal
For
Collection of Delinquent Institutional Loan Accounts, Delinquent Tuition
Accounts, and Delinquent Perkins Loan Accounts**

The University of Denver is in the process of identifying and selecting several Collection Agencies to aid in collection of delinquent tuition, institutional loan and Perkins loan accounts.

The University of Denver initializes billing student tuition charges 40 days before classes start for charges incurred at that point in time. After initial billing students receive approximately seven additional bills, two emails, two letters and numerous attempts of phone contact to resolve unpaid balances. The University offers an In House Collection program as an alternative for students who are willing to make payments just not able to pay the balance all at once. If no contact is received from the student the University is left with no recourse but to assist the aid of a third party collection agency.

Short-Term Institutional Loans are granted and administered by the University of Denver. Initial bills for borrowers are sent 15 days prior to the due date. If payment is not received or arrangements not made, the University will continue to bill monthly. The University sends an initial bill, two overdue notices, Final Demand, Urgent Attention Letter followed by an Acceleration Letter if referred to a third-party collection agency. The University policy of, a minimum of three bills, two phone calls/emails and two letters are required before the account is referred to a third-party collection agency.

Perkins loans are administered by the University of Denver and are subject to contact requirements set forth by the Department of Education. The University of Denver bills each borrower 15 days prior to the quarterly due date for the Perkins Loan. If payment is not received after the initial bill, the University will send a bill each month until payment is received or the account is referred to a third party collection agency. The University sends at least two overdue notices, a final demand letter, and an urgent attention letter requesting the borrower to respond within 10 days of the date of the letter. The University also attempts to contact the borrower via phone at least twice prior to referral to a third party collection agency.

Once the University has exhausted all available means of negotiating payment on tuition, institutional loan or Perkins loan accounts, the account must be handed over to qualified collection agencies for further action.

Attached to this letter is a Request for Proposal (RFP) outlining questions pertaining to your collection methods, and a schedule of dates surrounding the RFP.

If your organization plans to respond to this RFP, please send me an email at kshoemak@du.edu to indicate your intent. This will allow the sharing of any questions and answers that may arise with all of our respondents. Any questions that you may have regarding this RFP can also be directed to this email address. Additionally, if you would like to receive a copy of this bid packet in a Microsoft Word format, please provide your email address to Kathy Shoemaker at kshoemak@du.edu

Sincerely,
Kathy Shoemaker
Bursar

University of Denver Collection Agency Request for Proposal

Please provide the information requested:

Company Name	
Company Address	
Contact Name for RFP	

Organizational Qualifications

How many years has your organization been in business?	
What percentage of the company's gross revenue is from higher education collections?	
How many college and or university accounts are currently managed by your company?	
Tuition accounts	
Short Term Institutional Loans	
Perkins Loans	
What is your average collection rate over the past 3 years for each of these types of accounts?	
Please provide the name and phone number of individuals at 3 college or universities that we may call as a reference.	
What number of employees will be dedicated to the University of Denver accounts?	
What type of training in higher education collections do your employees receive?	
How are employees kept up to date on federal regulations regarding Perkins Loan funds?	

Do you comply with the Family Education Rights and Privacy Act?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you comply with the Gramm-Leach-Billey Act?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you carry Errors and Omissions Liability Insurance? If so, how much?	
If Yes to E&O Insurance, would this be extended to the University?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Include a complete description of collection procedures, techniques and methods utilized, including account cycle time.	
What is your minimum balance requirement for placement?	
Do you have in-house litigation?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If not, who does the litigation on your accounts?	
Do you perform an annual compliance audit?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Will the University of Denver have access to the audit?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you report collection and or judgment activity to credit bureaus?	
Is your agency a member of any state or national trade associations? If yes, which ones?	
Are you licensed to engage in collection activities within the state of Colorado?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are there any states in which you can NOT engage in collection activities? If yes, which states?	

Customer Service and Support

Do you skip trace borrowers with unknown addresses?	Yes <input type="checkbox"/> No <input type="checkbox"/>
What type of file backup is in place?	
Who will be the University's main contact?	
What is your response time to inquiries?	
Describe how the University inquiries will be handled in this person's absence.	
Do you have a toll free number for students to call?	
What are your days and hours of operation?	
Please provide copies of standard letters used in tuition and loan collection practices.	

Financial

Do you accept payments made with credit cards?	
Do you use ACH to process personal checks to guarantee clearance?	
Do you accept payments over the internet?	
Provide fee structure for --	
First, second and write off placements	
Litigation accounts	
Other fees	
What is your average recovery rate for educational institutions over the past 3 years?	

Are you able to prepare a gross remittance for each category of debt along with a detailed statement?	Yes <input type="checkbox"/> No <input type="checkbox"/>
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Technology

Does your company offer on-line reporting?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If so, what types of reports are offered?	
How often are reports updated?	
Do you have on-line submission?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have on-line access to view accounts?	Yes <input type="checkbox"/> No <input type="checkbox"/>

DU requires that 5 paper copies of the Proposal be delivered to:
University of Denver
University Hall Room 223 – Kathy Shoemaker
2197 S. University Blvd.
Denver, Co. 80208

DEADLINE: 4:30 PM (M.S.T.) Monday April 14, 2008