



City of Lauderdale RFQ 2024-037



September 16, 2024

Proposal To:

City of Lauderdale
Collection Services
Attn: Kentrea Dykes

Submitted by:

Karen Jonas
IC System
Senior Vice President of Field Sales
(651) 481-6312
kjonas@icsystem.com

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Cover Letter

Dear Kentrea Dykes,

Thank you for this opportunity to present IC System's qualifications and experience to the City of Lauderhill. IC System has been collecting debts for more than 85 years. IC System was founded by the Erickson family in 1938. Initially, IC System serviced several smaller businesses that needed to add collection activities to resolve their past-due accounts. By the turn of the century, IC System had doubled and was among the US's largest privately owned collection agencies. Today, more than eight decades after our founding, our ability to transform risks into opportunities for our clients has only expanded.

Now in its third generation of family ownership, IC System has become the market choice for smart collection. Over time, we have maintained our presence serving small to medium-sized businesses and grown into a company that services several specialized industries: utilities, healthcare, government, telecommunications, and large retailers.

IC System was founded on the principle of ethical debt collection practices. Today, we are laser-focused on Making Collection Better through debt collection that is ethical and kind. So much so that we use every call as an opportunity to ensure we are always walking this talk. Visionary leadership has years of proven experience, allowing us to focus on our strategy and improve our solutions. Throughout all the changes in our company's history, one thing at IC System has stayed the same: our culture. Trusted relationships with our staff, customers, and residents are our priority. It's who we are and how we do business.

We are eager to work with the City of Lauderhill.

In addition to a stronger bottom line, IC System would benefit the City of Lauderhill by providing:

- **Peace of mind:** The City of Lauderhill can be assured customers will always be treated with dignity and respect. IC System is founded on the principle of ethical debt collection practices. Today, we are laser-focused on *Making Collection Better* through debt collection that is ethical and kind. So much so that we use every call as an opportunity to ensure we're always practicing what we preach. Consider this if the City of Lauderhill wants to maintain a positive reputation amongst its families and communities.
- **Experience and Performance:** IC System has worked in the utility market for over 50 years. Today, we have more than 120 utility clients nationwide which, last year alone, trusted us to handle over \$344 million in placements. The average IC System tenure is over 15 years. Our proven strategy delivers high-performance results using industry-leading dialing technology. Data scientist-



driven collection strategies have fueled our omnichannel communication capabilities (calling, letters, texting, emailing, and consumer engagement).

- **Unparalleled professionalism:** At the end of every call, the IC System collector asks the customer if they would be willing to complete a brief survey. Those who agree are transferred to an automated, secure survey session, absent from the representative. The customer responds to questions relating to the professionalism of the representative and their happiness with the call's outcome. The results have been outstanding: more than **98%** of respondents agree they were treated professionally on their call. Furthermore, on a scale of one to five, with five being the highest rating, they rate their satisfaction with our calls at 4.64.
- **Empathy and advocacy skills that drive more and higher payments:** Our collectors expertly ensure customers feel treated with respect and dignity. It's one of the reasons our collection professionals especially enjoy collecting debt. While customers may begin the phone call feeling as if they have no hope of paying off the debt, our collection professionals' solutions-oriented mindset transforms that way of thinking. They help customers better understand their situation and set up a payment plan they can afford, imparting hope and peace of mind.
- **Tools and services you will find nowhere else:** IC System's customized proprietary technology and tools provide one-of-a-kind, next-level efficiencies and effectiveness. Consider our Client Portal, which enables clients to review and report on any aspect of their accounts receivable program at any time. Many of our clients thoroughly utilize and appreciate the access to this state-of-the-art technology.

This is just a sampling of how IC System can rapidly add value and significantly advance the City of Lauderhill's collection efforts. We are grateful for this opportunity and look forward to providing service that will impressively elevate your accounts receivable and collection initiatives.

Thank you for your time, consideration, and attention.

Sincerely,



John Erickson
President & CEO
IC System



Exhibit Summary

- Attachment C
 - IC System acknowledges and has attached signed Attachment C, "Public Entity Crimes Form."
- Attachment D
 - IC System acknowledges and has attached signed Attachment D, "Non-Collusive Affidavit."
- Attachment E
 - IC System acknowledges and has attached signed Attachment E, "Vendor Drug-Free Workplace."
- Attachment F
 - IC System acknowledges and has attached signed Attachment F, "References."
- Attachment G
 - IC System acknowledges and has attached signed Attachment G, "Proposal Price."
- Attachment H
 - IC System acknowledges and has attached signed Attachment H, "Qualification Statement."
- Attachment J
 - IC System acknowledges and has attached signed Attachment J, "Check List."



Experience with Government Collection Activities

References

City of Santa Monica, CA

Sonya Neely, Billing and Collection Administrator
310-458-8747
sonya.neely@smgov.net
1717 4th St. Suite 150 Santa Monica, CA 90401

Sacramento Municipal Utility District

Erin McKinney, Customer Service Supervisor, Revenue Operations
916-732-7123
erin.mckinney@smud.org
6201 S Street, Mail Stop B100, Sacramento, CA 95817
P.O. Box 15830, Sacramento, CA 95852-0830

City of Ocala Municipal Services

Veronica Martinez Customer Service Manager
352- 629-8246
VMartinez@ocalafl.org
201 SE 3rd St
Ocala, FL 34471
Direct: (352) 629-8246

Who We Work With

IC System specializes in debt collection and accounts receivable management services for utilities. We have served the utility industry for 50 years and currently serve 120 utility organizations.

Over 90% of our relationships with utility providers are scorecard-driven. These scorecards monitor the effectiveness of collection vendors and consistently rank IC System number one or best 90% of the time. Once our clients see how often we outperform other vendors, some choose to give us all their business.

IC System's experience in debt collection is demonstrated by our work with some of the largest energy providers in the United States. We serve four of the country's top five utilities and smaller municipal utility providers. Our high-performance utility bill collection and recoveries meet federal



and state requirements and public utility commission guidelines and preserve positive customer relations within a secure data environment.

IC System builds positive relationships based on performance, communication, and innovation. That's why our average tenure with us is 16 years. Given our experience and highly responsive Client Service team, we can identify the nuances of the collection process that can present opportunities and challenges and rapidly resolve or advance them accordingly. Our stellar service is underscored by our Client Portal, which, among many other activities, will enable Eversource to review and report on any aspect of the accounts receivable program at any time. We currently serve 120 utility organizations and have served the utility industry for 50 years.

Here is a list of utility clients IC System has done business with in the last 12 months:

Utility Clients	Tier(s)	YEARS OF SERVICE
AES CORPORATION f/k/a Dayton Power Light	Primary, Secondary	4
Alagasco	Secondary	12
ALLIANT ENERGY	Primary Tertiary	5
Ameren Energy	Pre-collect, Primary, Tertiary	9
American Electric Power	Warehouse	4
AmeriGas Propane, LP	Primary	6
Austin Energy	Warehouse	1
Avangrid Inc	Primary, Secondary	8
BLACK HILLS ENERGY	Primary	16
CCA CLIENTS - SMUD	Primary	0

Central Maine Power	Secondary	8
COLORADO SPRINGS UTILITIES	Primary, Secondary	9
CONSUMERS ENERGY	Secondary, Tertiary	1
DOMINION ENERGY OH	Tertiary	6
DOMINION ENERGY SOUTH CAROLINA	Primary	11
DOMINION ENERGY VA	Primary, Secondary, Tertiary, Warehouse	1
First Energy	Primary, Secondary, Tertiary	1
FLORIDA POWER AND LIGHT	Pre-collect / Early out, Secondary	13
FLORIDA POWER AND LIGHT NW	Pre-collect / Early out, Secondary	5
Granite State Electric	Primary	5
INFINITE ELECTRIC LLC	Primary	11
INFINITE ENERGY LLC	Primary	17
JACOBUS ENERGY INC	Primary	4
KeySpan Long Island	Primary	16
MIDAMERICAN ENERGY	Primary	25

NASHVILLE ELECTRIC	Primary, Secondary	5
New Jersey Natural Gas	Primary, Secondary	7
New York State Electric and Gas	Secondary	8
Orlando Utility Commission	Primary	3
PACIFIC GAS & ELECTRIC COMPANY (PG&E)	Secondary	9
PEOPLES NATURAL GAS COMPANY LLC	Primary	25
PGW	Secondary	1
Portland General	Primary	10
PPL ELECTRIC UTILITIES CORPORATION	Primary	3
PSEG Long Island, NY	Secondary	16
PSEG NJ	Tertiary	5
Puget Sound Energy	Primary	15
Rhode Island Gas	Primary	15
Rochester Gas and Electric	Secondary	8
Southern California Gas	Secondary	5
Southern Connecticut Gas	Primary	4
Spire Energy	Secondary	1
TXU Energy	Warehouse	6

United Illuminating	Primary, warehouse	14
VERSANT POWER	Primary	5
VETERAN ENERGY LLC	Primary	10

Proposal Costs and Fees/Commission

Cost Overview

IC System proposes a contingency fee of **15.49%** on all payments realized. Please note that this fee is based on our analytical modeling, pricing strategies, and estimated liquidation rate. If any of our assumptions are inaccurate, we are open to adjusting these fee suggestions based on the portfolio's actual historical performance.

The services we will provide include, but may not be limited to the following:

- IC System process training for your staff
- Online payment portal
- Client Portal available 24/7/365
- Initial program setup aimed at going live thirty days or less from contract execution (pending timely delivery of client test files)
- Account placement processing: national change of address, address standardization, phone append, bankruptcy and deceased scrubs, etc.
- Acceptance of referral files via secure FTP or through our Client Portal
- Letter series production and mailing
- Toll-free 800 telephone line
- Skip trace efforts
- Secure file transmission or online account submission
- Gross or net payment remit processing/invoices
- Close and return or recall processing
- Account and balance update processing
- Correspondence, bankruptcy, and deceased handling
- Multi-lingual collectors
- Standard performance reporting to be provided by IC System at specified frequencies

Collection Plan

Our Solution

IC System's unique blend of cutting-edge technology and human interaction delivers unparalleled results. By integrating ethical and effective phone calls into our OmniTouch Engagement Strategy, we ensure higher consumer responsiveness and better recovery outcomes. This human touch, combined with scalable digital messaging, drives superior recoveries and increased revenue, providing our clients the best of both worlds.

IC System has collected for utilities for more than 85 years, and the average tenure with us exceeds 16 years. We rapidly shrink utility debt portfolios by collecting debts other agencies give up on. Last year alone, IC System collected over \$344 million for the leading utilities in the United States, including Ameren, PSEG-NJ, Pacific Gas and Electric, and more.

OmniTouch Engagement Strategy

IC System's targeted omnichannel approach to collection boosts recoveries by reaching consumers where they are most responsive. Our personalized messages and strategies create urgency, encourage resolution, and increase engagement and revenue.

- **Scalable Omnichannel Messaging:** With OmniTouch, we communicate with consumers using their preferred method: phone, text, email, traditional letters, or self-service via our payment portal. Guided by the latest data science and communication technology, IC System's proactive solution tracks consumer engagement and ensures they stay on the path to account resolution.
- **Human Touch in Omnichannel Engagement:** Unlike other collection solutions that rely solely on digital outreach, IC System integrates the power of human interaction into our strategy. Our live, USA-based team makes ethical and effective phone calls, adding a personal touch that significantly enhances engagement and recovery rates. This unique blend of leading technology and human effort sets us apart in the industry.
- **Leverage Preferences and Engagement:** We use consumer preferences, behavior, campaign performance, and segmentation strategies to communicate in the right way at the right time. Whether consumers use our online self-service portal, read an email or SMS, or pick up the phone, our customized messaging increases engagement. If consumers become unresponsive on their preferred



medium, we adjust our approach to ensure maximum recoveries. For example, if the consumer engages with texts, we will continue with their preferred medium. If texts prove unsuccessful, our strategy shifts to an alternative medium and message.

- **Optimize Campaigns:** Our dynamic decision tree evaluates consumer behavior and scales throughout their journey to account resolution. Settlement offers and payment plans adjust according to consumer behavior to enhance recoveries. Communications are optimized for consumer experience, regulatory compliance, and successful recoveries.
- **Improve Revenue with Smarter Collection:** IC System's OmniTouch Engagement Strategy increases right-party contacts, leading to more revenue. Our strategy saves on collection costs since sending emails and texts is more effective and less expensive than paper letters. These savings allow us to offer competitive rates to our clients. Our targeted communication solution helps you collect more from your accounts receivable inventory.

Consumer Satisfaction Survey

IC System is one of the few debt collection agencies offering consumer satisfaction surveys. At the end of every call, IC System representatives ask the consumer they are speaking with if they would be willing to complete a brief survey.

If the consumer chooses to participate, they are transferred to a secure survey session absent from the representative. Using their phone's keypad, the consumer responds to questions relating to the professionalism of our consumer financial representatives and their happiness with the call's outcome.

The results have been outstanding, with over 98% of respondents agreeing they were treated professionally on their phone calls.

These surveys keep us open to feedback and improvement and demonstrate one more way IC System cares about our clients and their consumers.

Regulatory Excellence

Accreditations and Awards:



- **Better Business Bureau (BBB) Accreditation:** IC System is accredited and has earned an A rating from the BBB of Minnesota and North Dakota.
- **Torch Award for Ethics (2021):** IC System was recognized as a winner of the Torch Award for Ethics by the BBB.

Compliance and Risk Management:

- **Chief Compliance Officer:** IC System employs a full-time Chief Compliance Officer to oversee compliance matters.
- **Compliance Risk Management System (CRMS):** IC System's CRMS is designed to minimize risk and maximize effectiveness in recoveries, focusing on:
 - **Compliance and Legal:** Documenting processes, testing programs, tracking complaints, and staying updated with regulatory changes.
 - **Audit and Call Quality (CQ):** Supervisors audit teams for quality and compliance, with semiannual testing required on various regulations.
 - **Data Security:** Rigorous data security protocols, including over 130 annual audits and 24/7 monitoring, with full network PCI compliance.

Training Program:

- **Structure and Philosophy:** IC System's training program is designed to prepare new hires comprehensively and ensure they are well-integrated into the company culture. New hires are required to attend all training sessions and are assigned a start date that aligns with their availability. Trainers are promoted from within, bringing extensive knowledge and a passion for teaching.
- **Training Schedule:**
 - **Week One:** Focus on soft skills, security, regulatory policies, and IC System procedures, including:
 - **Soft Skills:** Listening, empathy, ethics, professional communication, and questioning techniques.
 - **Security Training:** Passwords, badge data.



- **Regulatory Policies:** FDCPA, TCPA, UDAAP, GLBA, FCRA, HIPAA, HITECH, ECOA, SCRA.
- **Hands-On Instruction:** ICE system, documentation, disputes, credit reporting.
- **Week Two:** Blended learning between classroom and mock call center, including:
 - **System Training:** ICE (Intelligent Collections Engine).
 - **Role Playing and Mock Environments:** Team sessions, call scenarios.
 - **Review and Practice:** IC System policies, communication processes, job shadowing.
- **Week Three:** Focus on guided telephone and software experience, including:
 - **Call Structures:** Detailed checklists and call flow.
 - **Review:** Listening to call recordings and call audits.
 - **Practice:** Job shadowing and collection activities (questioning techniques, negotiations, dispute resolution).

Semi-Annual Testing:

- Representatives are required to pass semiannual tests on FDCPA, state regulations, GLBA, and HIPAA. A 100% passing score is required for GLBA and HIPAA, while a 90% passing score is required for FDCPA and state regulations. Tests are administered through IC System's eLearning and stored in the Learning Management System (LMS).

Additional Information:

- **Management Involvement:** During the first few days of training, management team members visit the classes to introduce themselves, share personal stories, and provide encouragement.
- **Final Stage:** At the end of training, new representatives begin making calls alongside the client's team, marking the start of their career as a collection representative.

Contact and Monitoring:



- **Michelle Dove's Role:** As General Counsel & Chief Compliance Officer, Michelle Dove advises on all corporate legal matters, including contract review and negotiation, litigation, regulatory and statutory law changes, and data security practices. She is also responsible for the company's compliance program, ensuring all employees are trained and tested on the Fair Debt Collection Practices Act, the Telephone Consumer Practices Act, the Fair Credit Reporting Act, and other applicable state and federal laws and regulations.

Ironclad Security

IC System will protect your organization's data by diligently and proactively identifying and reviewing all possible threats and incidents through a suite of world-class security and event-monitoring technology.

These include:

- **SIEM Security:** SIEM Security monitors our network 24/7 for suspicious activity. This security information and event management (SIEM) service provides real-time alerts on possible hacks. For instance, if SIEM notices too many failed login attempts, that could signify a breach.
- **Intrusion Protection:** We are notified when someone tries to attack our network, and our firewall shuts them down.
- **Data Management:** Our firewall responds if too much data is being moved on our network.
- **Geo-Coding:** We block any attempts to access our network from other countries.
- **Microsoft Products:** The following products enhance security within our software and beyond.
 - Safe Links checks for a list of known malicious links.
 - Safe Documents uses the Microsoft Defender Advanced Threat Protection cloud to scan documents and files opened in protected view; users can't leave until the scan results have been determined.
 - Advanced Threat Protection (ATP) defends against sophisticated malware or hacking-based attacks.
 - Data Loss Prevention (DLP) identifies and prevents unsafe and inappropriate sharing, transferring, or using sensitive data.



- **Vulnerability Management Program:** This patching program, which includes monthly scans, identifies and fixes network security vulnerabilities.
- **Qualys Enterprise Platform:** Qualys provides comprehensive vulnerability coverage with real-time continuous assessment of our network.

IC System contracts with LB Carlson, LLP, certified CPA auditors, to provide an independent audit on IC System's proprietary collection processing system and organization controls (SOC 2SM) with the Independent Service Auditor's Report, including SOC 1 type 2 and SOC 2 type 2 with HITRUST mapping.

- **SOC 1** is based on the effectiveness of internal controls for financial reporting in audits and financial statements.
- **SOC 2** is based on five trust principles: security, availability, processing integrity, confidentiality, and privacy. This audit is conducted annually and certifies that IC System's collection processing system is wholly protected against data security threats. Our most recent validation and verification was completed in January 2024.



In addition to SOC 1 and 2, IC System has earned data security certifications through the following assessments.

- **PCI DSS 4.0 Annual Certifications:** The Payment Card Industry Data Security Standard (PCI DSS) is an information security standard for organizations that handle branded credit cards from major card schemes. Every employee is trained on PCI policies and requirements semiannually.

IC System completed the externally audited Payment Card Industry (PCI) Data Security Standard (DSS) 4.0 Report on Compliance (RoC). This third-party audit was performed on the credit card processing portion and the entire network. IC System is a Level 1 Service Provider, ensuring we securely process, store, and transmit all consumer data (not just payment info).

- **GLBA Safeguards Rule:** IC System complies with the Gramm-Leach-Bliley Act (GLBA), or Financial Services Modernization Act of 1996, and is certified to collect and store consumer data with security

and confidentiality. The GLBA is a federal law that governs how financial institutions handle consumers' private information.

- **Federal Trade Commission's Red Flags Rule:** IC System has implemented an Identity Theft Prevention Program to adhere to the Federal Trade Commission (FTC) Red Flags Rule designed to identify warning signs (e.g., red flags) of identity theft in their procedures. Our company's Identity Theft Prevention Program is regularly audited for compliance.
- **ISO 27002:** IC System is certified for more than 100 security and compliance management controls put forth by the International Organization for Standardization. The ISO 27002 offers recommendations and best practices on information security and data management to ensure confidentiality, integrity, and availability of information.
- **IRS Publication 1075:** IC System has followed the regulatory framework to ensure compliance with Pub 1075.
- **S2SCORE:** The S2SCORE evaluates security risks and provides comprehensive, authoritative, and objective information on risk value. This enables us to quickly identify the amount of risk present and communicate that information with interested third parties.

IC System has an S2SCORE of 728.75, which falls within the assessor's spectrum for "Good." The scoring system ranges from 300 to 850—the lower the score, the higher the risk.

S2SCORE constantly calibrates to the latest security threats used by attackers with controls designed to mediate those threats and protect data from unauthorized access, disclosure, distribution, and destruction. The S2SCORE framework consists of a thorough evaluation of risks within four phases.

Data Storage Encryption Detail

IC System's proprietary collection software, ICE (Intelligent Collections Engine), protects data with encryption at rest and in transit. ICE is a key component in our PCI DSS 4.0 security program. ICE features SFTP for file transfer protocol, internet email with encryption, API, and custom point-to-point connections.



Attachments



ATTACHMENT C

**SWORN STATEMENT PURSUANT TO SECTION 287.133(3) (a),
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES**

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract No. RFQ 2024-037 to the City of Lauderhill for:

COLLECTION SERVICES

2. This sworn statement is submitted by: I.C. System, Inc.

And _____

(Name of entity submitting sworn statement)

Federal Employer Identification Number (FEIN) 41-0739183

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:

3. My name is John Erickson and

(Please print name of individual signing)

My relationship to the entity named above is: President & CEO

4. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(9), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

5. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1) (b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilt or nolo contendere.

6. I understand that an "affiliate" as defined in Paragraph 287.133(1) (a), Florida Statutes, means:

(1) A predecessor or successor of a person convicted of a public entity crime: or

(2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The owner by one (1) person of shares constituting a controlling interest in another person, or a pooling of

equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one (1) person controls another person. A person who has been convicted of a public entity crime in Florida during the preceding thirty-six (36) months shall be considered an affiliate.

7. I understand that a "person" as defined in Paragraph 287.133(1) (e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts led by a public entity or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members and agents who are active in management of an entity.

8. Based on information and belief, the statement, which I have marked below, is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

X Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity were charged with and convicted of a public entity crime after July 1, 1989.

_____ The entity submitting this sworn statement, or one (1) or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity was charged with and convicted of a public entity crime after July 1, 1989.

_____ the entity submitting this sworn statement, or one (1) of its officers, director, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or the affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (Attach a copy of the final order.)

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE SUBSEQUENT CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY (2) OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.



(Signature)

9/11/2024

Date

ACKNOWLEDGMENT

CL

State of ~~Florida~~ MINNESOTA

County of RAMSEY

On this the day of _____, 20____, before me, the undersigned Notary Public of the State _____ of ~~Florida~~, MINNESOTA personally appeared

John A. Erickson and

(Name(s) of individual(s) who appeared before notary)

Whose name(s) is/are Subscribed to the within instrument, and he/she/they acknowledge that he/she/they executed it.

WITNESS my hand
And official seal.

Christine Leick

NOTARY PUBLIC, STATE OF ~~FLORIDA~~
MINNESOTA *CL*

NOTARY PUBLIC
SEAL OF OFFICE:

CHRISTINE LEICK

(Name of Notary Public: Print, Stamp,
Or Type as Commissioned.)

Personally known to me, or
 Produced identification:

(Type of Identification Produced)

DID take an oath, or DID NOT take an
oath.



**ATTACHMENT E
VENDOR DRUG-FREE WORKPLACE**

Preference may be given to vendors submitting a certification with their bid/proposal certifying they have a drug-free workplace in accordance with Section 287.087, Florida Statutes. This requirement affects all public entities of the State and becomes effective January 1, 1991. The special condition is as follows:

IDENTICAL TIE BIDS - Preference may be given to businesses with drug-free workplace programs. Whenever two (2) or more bids, which are equal with respect to price, quality, and service, are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall

be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business' policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after each conviction.
5. Impose a section on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section. As the person authorized to sign the statement, I certify that this form complies fully with the above requirements.



Authorized Signature

IC System

Company's Name

ATTACHMENT F

**PERFORMANCE REFERENCE
VERIFICATION SURVEY FORM**

RFP # RFQ 2024-037

Vendors Name: IC System
Agency Providing Reference: SMUD
Agency Contract:
Contact E-mail: erin.mckinney@smud.org
Contact Phone #: 916-732-7123
Solicitation Name: Erin McKinney

Please rate your experience with the vendor. The completed questionnaire form must be attached with your response. Thank you.

Please use the following rating scale to answer the questions:

Ratings: 1 Poor 2 Good 3 Exceptional 4 Not Applicable

1. Rate the level of commitment of the Contractor when performing the work. 3
2. Rate the competency and accessibility of the personnel performing the work. 3
3. Rate the vendor's success at keeping you updated and informed of problems and issues. 3
4. Rate the vendor's knowledge of procedures required by regulatory agencies. 3
5. Rate the vendor's ability to meet deadlines. 3
6. Rate the vendor's ability to complete punch list items. 3
7. Rate the vendor's commitment to safety. 4
8. Rate the level of comfort and confidence you had in the contractor during the project. 3
9. Rate the overall performance of the vendor. 3

Additional comments:

—

Vendor Name: Erin McKinney Title: Cust Svc Supervisor
(Please print – Person completing survey)
Signature: _____ Date: 09/04/2024
(Person completing survey)

ATTACHMENT G

QUALIFICATION STATEMENT

Instructions:

Please complete this questionnaire and include with your RFQ. Do not leave any questions unanswered. When the question does not apply, write the word(s) None or Not applicable, as appropriate. Please print.

State the true, exact, correct and complete name under which you do business.

COMPAN NAME IC System

State the correct address of the principal place of business:

ADDRESS: 444 Highway 96 East St. Paul, MN 55127

COMPAN OFFICERS:

President: John Erickson

vice President: Joseph Erickson

Secretary: N/A

Treasurer: Lee Brockney

CIRCLE ONE: Corporation
Partnership
Individual
Joint venture
Other

If Bidder is operating under a fictitious name, submit evidence of compliance with Florida Fictitious Name Statute.

Under what other former names has your organization operated: Not Applicable

LICENSES:

Municipal Occupational License No:

(attach copy)

Occupational License Classification:

Occupational License Expiration Date:

Broward County Occupational License: _____

Social Security or Federal I.D. No: _____

State registration (if applicable to this bid or proposal) Attached
(attach copy)

Number of years your organization has been in business: 86
Number of years experience BIDDER/PROPOSER (person, principal of firm, owner) has had in the operation of the type required by the specifications of the Bid or RFQ: 86

State the names, telephone numbers and last known address of three (3) owners, individuals or representatives of owners with the most knowledge of work which you performed for goods you have provided, and to which you refer (government owners are preferred as references).

- | 1. | Name | Address | Phone |
|----|-------------------|-------------------------------------|--------------|
| | Mike Selbitschka, | 444 Highway 96 E St. Paul, MN 55127 | 651.481.6491 |
| 2. | Joseph Erickson, | 444 Highway 96 E St. Paul, MN 55127 | 651.481.6338 |
| 3. | Michelle Dove, | 444 Highway 96 E St. Paul, MN 55127 | 651.481.6509 |

Have you failed to complete any work awarded to you? If so, state when, where and why.

The Bidder acknowledges and understands that the information contained in response to this qualifications statement shall be relied upon by the city in awarding the bid/contract to be true. The discovery of any omission or misstatement that materially affects the Bidder's qualification to perform under the contract shall cause the city to reject the bid, and if after the award to cancel and/or terminate the award and/or contract.

Authorized Signature: 

Date: 9/11/2024

The City of Lauderhill reserves the right to reject any or all bids



Florida Office of Financial Regulation

Logged in as **Leick, Christine**

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License Details

Press "Search Results" to return to the Search Results list.

Press "New Search Criteria" to do another search of this type.

Press "New Search" to start a new search.

License Number: CCA0900391

Current Date: 11/28/2022 02:08 PM

Name:	I C SYSTEM INC
License Type:	Consumer Collection Agency
License Status:	Current Active Registration
License Status Effective Date:	11/28/2022
Expiration Date:	12/31/2023
Original Date of Licensure:	03/03/1994

Addresses

Business Main Address

Address

444 HWY 96 E
ST PAUL , MN
RAMSEY
55127
US

[View on a map](#)

Phone Number:

8004434123

Mailing Address

Address

444 HWY 96 E
ST PAUL , MN
RAMSEY
55127
US

[View on a map](#)

[Search Results](#) [New Search Criteria](#) [New Search](#) [Print](#)

ATTACHMENT H

PRICE PROPOSAL

Proposals shall include all costs and fees to initiate the service for the City including all ongoing and future operational costs and commissions. Responses shall clearly detail their offer whether it is based on a percentage fee or a flat fee per client. Fees shall identify reoccurring charges such as with the flat fee per client. Proposers shall include an example of what the fees would be based on the accounts submitted for collection. Rates included in the basic fee schedule made part of this bid shall be firm, not subject to change.

The City will entertain a fee schedule/matrix that would provide for an incentive for increased performance.

Taxpayer Identification Number (TIN) 41-0739183

PROPOSER: I.C. System, Inc.
(Company Name)


(Signature)

John Erickson President & CEO
(Printed Name & Title)

ATTACHMENT J

RFQ CHECK LIST

Proposal No: RFQ 2024-037 Proposal Title: COLLECTION SERVICES

COMPANY NAME: <u>IC System</u>	
PHONE: <u>651.481.6502</u>	EMAIL: <u>proposals@icsystem.com</u>

BEFORE SUBMITTING YOUR PROPOSAL, MAKE SURE YOU.....

A check mark indicates your compliance

- 1. Carefully read the CONTRACT DOCUMENTS and than properly fill out
- 2. Fill out, sign, and have notarized the NON-COLLUSION AFFIDAVIT and the PUBLIC ENTITY CRIMES Forms
- 3. Fill out and sign DRUG FREE WORKPLACE
- 4. Fill out and sign the REFERENCE PAGE
- 5. Fill out and sign the QUALIFICATION STATEMENT
- 6. Include EXHIBITS AND WARRANTIES, **if required**
- 7. Fill out and sign STATEMENT OF NON- PARTICIPATION
- 8. CHECK THE INSURANCE and LICENSE requirements to be sure that you will comply, and submit evidence of insurance and copies of licenses, if required with your bid.
- 9. Make sure your proposal is one file in order at time of submittal.
- 10. Complete proposals submitted via IonWave.
- 11. Make sure your RFQ is submitted via IonWave prior to the deadline. Late nor emailed proposals will not be accepted.

FAILURE TO PROVIDE THE REQUESTED DOCUMENTS MAY RESULT IN YOUR RFQ BEING DEEMED NON-RESPONSIVE.