

**RESOLUTION AUTHORIZING CONTRACT # 2016-10454 FOR COLLECTION OF  
DELINQUENT PARKING AND UTILITY FINES AND FEES SERVICES**

WHEREAS, the Collections Division of the Financial & Administrative Services Department is responsible for collecting a variety of delinquent fees including parking tickets and non-liable utility balances;

WHEREAS, the Collections Division has outsourced the collections for delinquent parking ticket and utility balances since February 2012 while maintaining various other collection services in-house;

WHEREAS, the City's outstanding delinquent parking ticket and utility balances is estimated at \$2.6 million (11 years of tickets) and \$300,000, respectively;

WHEREAS, the current average collection rate for parking ticket revenue per year is 76% (87% of tickets issued);

WHEREAS, the rate for overall water utilities is 99% and graphs representing parking dollars collected versus outstanding balances, historical progression of parking ticket collections, and parking fines collected from the NC Debt Set-Off program were provided for additional information;

WHEREAS, at the request of the Collections Division, the Centralized Contracting Division conducted an on-line competitive Request for Proposals for Parking Ticket and Utility Collections Services through the Greensboro Electronic Procurement System (GePs);

WHEREAS, responses were reviewed by a Selection Committee, who recommended FirstPoint Collection Resources, Inc. based on the best value standard of award;

WHEREAS, FirstPoint's estimated collection rate is 40% for parking and 30% for utility debts; the collection agency's fee is 20% of the collected balances;

WHEREAS, the Collections Division and Centralized Contracting Division concur in their recommendation to award the contract to First Point Collection Resources, Inc., with offices located in Greensboro, NC;

WHEREAS, the estimated annual contract cost is \$75,000; the cost for the three-year term is estimated at \$225,000; the estimated total cost including two potential additional one-year renewals is \$375,000; the overall proposed net revenue from the collections service on the current outstanding debt is estimated at \$904,000 (after contracted service costs) over the three year contract term.

NOW THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GREENSBORO:

That this resolution authorizing Contract # 2016-10454 for collection of delinquent parking and utility fines and fees services is hereby approved.