

[Your Company Logo]

[Your Company Name]

Collection Agency



Prepared by: Richard Linnabery,
Telecom and Video Services Consultant

Process Description

The original Request for Proposal was distributed to two vendors. These vendors were chosen based on discussions with [Your Company Name] management, discussions with outside resources familiar with the industry, and the fact they are the two vendors with direct interfaces to the [REDACTED] billing system. Both vendors have extensive collection experience in the cable industry, and both responded to the requests sent out. The vendors are:

- Vendor 1
- Vendor 2

These two respondents' responses are included in this report.

No vendor presentations have been conducted to-date. Both vendors have expressed a desire to make personal presentations to [Your Company Name]'s appropriate management, but the comparisons given here are based strictly on the responses contained within the formal RFP documents. I would encourage [Your Company Name] to consider the face-to-face meetings with the individual vendors to further validate the information contained herein.

I have reviewed the responses and prepared the included recommendation. I did not prepare a financial comparison spreadsheet for this RFP as the numbers are fairly straightforward and the state as a rule to collections and an amount for converters. [REDACTED] offers a [REDACTED] solution. This allows a simple comparison of the two vendors based on [REDACTED] assumptions [Your Company Name] uses to provide [REDACTED] to the agencies.

In this report, I have provided:

1. The original Proposed Solution Requirements along with the process timeline,
2. A rated comparison of the vendor's responses,
3. The two vendors' actual RFP responses (Their formal responses are in separate binders, which will be provided to [Your Company Name]), and
4. My recommendation.

Process Timeline

RFP sent out:	██████
Responses due:	██████
Vendor presentations:	██████████
Decision:	██████
Implementation:	██████



Proposed Solution Requirements

[Your Company Name] is interested in selecting a firm to address collection of customer accounts after internal efforts have been exhausted. Current plans call for internal efforts to begin before non-pay disconnection and to continue for 30 days following disconnection. At that time, unpaid accounts will be "charged-off" and forwarded to an outside agency for additional collection efforts.

[Your Company Name] has chosen CSG Systems as their convergence-billing vendor for all services to be provided. Integration with that vendor will be a primary consideration in the selection of a collection service Vendor.

Services and equipment that [Your Company Name] will provide and bill for will include:

- Analog and digital CATV services,
- Digital converters,
- Pay per view events,
- Local and long distance telephone services,
- Secondary telephone services and long distance services, etc.,
- High speed data access and Internet services.



All services will be offered to residential and small business customers.

[Your Company Name] will focus on "third tier" markets within [redacted] and other Southwestern states. An example of this size market would be [redacted]. The Vendor's experience in these markets and the ability to perform collection efforts in markets of this size will be a consideration in the selection process.

Growth expectations call for the expansion of [Your Company Name] from a single market to sixteen markets with over [redacted] cable and telephony subscribers within 10 years. Once experience has been gained in the initial market, [Your Company Name]'s rollout in future markets will accelerate to include two to three each year. The vendor must demonstrate the capability to handle this kind of rapid growth while maintaining acceptable collection results.

Proposed Solution Requirements (Cont.)

The proposed solution should address the following general areas:

- Basic collection efforts,
- Equipment recovery,
- Sufficient reporting module capabilities to meet management needs,
- Automated processes,
- Integration with the chosen billing vendor, [REDACTED]
- Ability to interface with additional third-party systems (as needed), and [REDACTED]



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SECTION 2

Functional Comparison

This section contains an excerpt from the original Request for Proposal that provides a scored comparison of the two vendors' proposals. Exceptions and weaknesses within their responses are so noted in footnotes for ease of comparison.

The scoring system used is as follows:

- 4 – Complies with request
- 3 – Partial compliance
- 2 – Requires 3rd-Party
- 1 – Unclear response
- 0 – Does not meet requirement/Did not respond

Responses are listed below. The total number of responses, by the above categories, is also given.

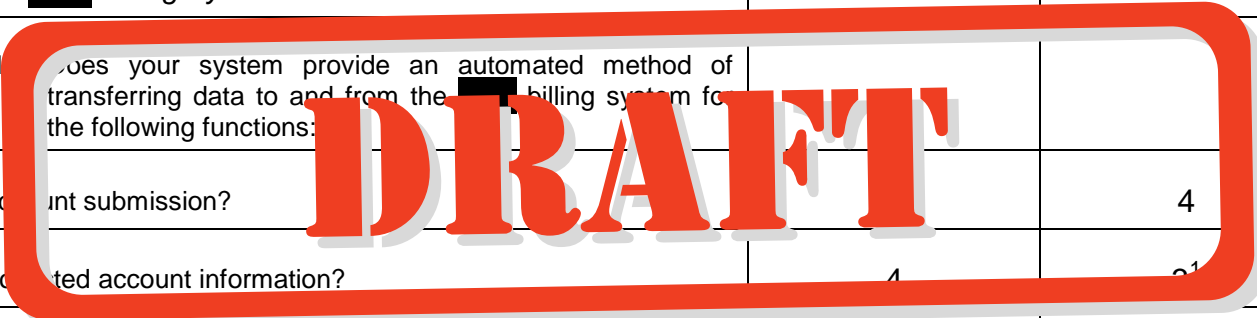
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Questions/Information Requested	VEBDOR 1 <i>Response Rating</i>	VENDOR 2 <i>Response Rating</i>
Ratings: <i>NR – not rated; 0 – Does not meet requirement/Did not respond; 1 – Unclear response; 2 – Requires 3rd Party; 3 – Partial compliance; 4 – Complies</i>		
REQUIREMENTS		
I.1 Detailed input request Your response to this RFP should concisely, yet completely, address the following areas and describe how your proposed solution meets the following requirements:		
I.1.1 Billing System Interface		
I.1.1.1 Does your system provide an automated method of transferring data to and from the [redacted] billing system for the following functions:		
• Account submission?		4
• Completed account information?	4	1
• Vendor collection information?	4	4
• On-line access by [Your Company Name]?	4 ²	4 ³
I.1.2 Customer Account Information		
I.1.2.1 What specific customer account information is required to be submitted?		
• Is all information received via the [redacted] interface?	4	3 ⁴
• How does the Vendor guarantee privacy rights of [Your Company Name] customers?	4	4



¹ Did not indicate that information could be returned to [redacted] through interface.
² Requires VENDOR 1's proprietary PC based software, DataLink Pro.
³ Update to [redacted] screens as well as software available for on-line access to VENDOR 2 account information.
⁴ Client must notify of new write-offs with equipment only, non-monetary transactions (withdrawals, withdrawals with apology letters, and bankruptcies), and equipment adjustments.

I.9 TOTAL SCORE	177	167
<i>I.9.1 Breakdown of responses</i>	36	34
4 – Complies	9	8
3 – Partial compliance	2	2
2 – Requires 3 rd Party	2	3
1 – Unclear response		

