



# Request for Proposals

## Collection Agency Services

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Issued: June 18, 2026

**QUESTIONS AND INTENT TO RESPOND DUE DATE:**

**June 25, 2026, 4:00 p.m. (CDT)**

**PROPOSAL DUE DATE (SEALED PROPOSALS REQUIRED):**

**July 9, 2026, 4:00 p.m. (CDT)**

**PROPOSALS RECEIVED AFTER DEADLINE WILL BE RETURNED UNOPENED**

Village of Lincolnwood  
Finance Director  
6900 N Lincoln Avenue  
Lincolnwood, Illinois 60712  
847.745.4701

**1. Purpose of Request for Proposal**

The Village of Lincolnwood is seeking proposals for Collection Agency Services. The Village bills for a broad scope of services encompassing several Village departments and conducts monthly administrative hearings for individuals seeking to appear before the administrative hearing officer to dispute amounts due to the Village. The Village is issuing this RFP to invite prospective collection agencies that are interested in providing their services. While attempting to maximize the Village revenue collections, the Village is seeking a service provider sensitive to the desire to minimize negative exposure to the Village and careful consideration of consumers’ rights. The anticipated term of the service agreement will be for a three-year period.

**2. Background**

The Village of Lincolnwood is a home rule community that operates under the Mayor/Trustee form of government with a 2020 census population of 13,463. It is located in Cook County and shares borders with the City of Chicago and the Village of Skokie. The Village provides a variety of services to its population including police protection, fire protection, paramedic service, refuse disposal, parks and recreation, street maintenance, and a water and sewer utility. The Village purchases water from the City of Evanston and provides fire services through a contract with Paramedic Services of Illinois.

**3. Instructions to Proposers**

A. All proposals shall be submitted in a sealed envelope to:

Elizabeth Holleb, Finance Director  
Village of Lincolnwood  
6900 N Lincoln Avenue  
Lincolnwood, IL 60712

All questions regarding the RFP should be directed in writing to Elizabeth Holleb at [eholleb@lwd.org](mailto:eholleb@lwd.org).

B. All proposals must be in a sealed envelope and clearly marked in the lower left hand corner: “Sealed Proposal –Collection Agency Services.” All proposals must be received by 4:00 pm, local time on July 9, 2026, at which time they will be opened. Two (2) bound and one (1) unbound copies of the proposal must be submitted. Any proposals submitted by telephone, fax or electronic transmission will not be accepted. Proposals arriving after the deadline will be returned unopened.

C. The Village requests proposals be prepared simply and economically, providing a straight forward, concise description of provider capabilities to satisfy the requirements of the RFP. Special bindings, colored displays, promotional material, etc. are discouraged. Emphasis should be on completeness and clarity of content.

D. Failure to comply with any section of the RFP may result in rejection of the proposal as non-responsive.

**4. Anticipated Project Schedule (subject to change at Village’s sole discretion)**

June 18, 2026	Release of RFP
June 25, 2026	RFP Questions and Intent to Respond Due
June 26, 2026	Release responses to questions received
July 9, 2026	Proposals Due
August 18, 2026	Village Board Approval
September 1, 2026	Effective date of service agreement

## 5. Intent to Respond (not mandatory) and Questions regarding RFP

Service providers who intend to respond to this RFP are requested to submit an email with all contact information by June 25, 2026, 4:00 pm, along with any questions regarding the RFP, to:

**Elizabeth Holleb, Finance Director**  
**Village of Lincolnwood**  
**6900 N Lincoln Avenue**  
**Lincolnwood, IL 60712**  
**Email Address: [eholleb@lwd.org](mailto:eholleb@lwd.org)**

While not mandatory, any changes related to the RFP and responses to questions submitted will be distributed to those who provide contact information.

No questions regarding the RFP will be accepted after the established date and time above. Responses to all questions submitted will be provided to all potential respondents who indicated an intent to respond.

## 6. Scope of Work

The successful respondent is anticipated to be involved in the collection of various types of receivables, including but not limited to:

1. Miscellaneous accounts receivable and returned check payments for various services
2. Community Development fees
3. Licenses and permits
4. Administrative Hearing Judgements
5. Delinquent fines, parking citations and other violations
6. Recreation programs and activities
7. Alarm Billing fees

Please note that collection of certain receivables is currently handled by the Village or through other service provider agreements and are excluded from the scope of this RFP. Specifically, those items include delinquent water bills, ambulance billing and red light camera violations.

The Village anticipates offering a sixty-day amnesty program prior to submitting any receivables to the selected collections agency. RFP respondents will be asked to offer feedback on the proposed amnesty program. The Village Board is scheduled to approve the amnesty program and the collections services agreement on the same Village Board meeting date.

## 7. Requirements

For the Village's consideration, respondents are required to submit the following information:

- A. Company overview
- B. Standard contract for collection services
- C. Sample monthly reports

- D. Narrative outlining the agency's general collection process, including how the agency will successfully achieve reasonable collection targets. Please specify the dollar threshold where various levels of follow-up occur. Provide samples of notices and discuss the extent to which the agency will modify notices at the Village's request.
- E. Overview of client relations with Village staff:
  - How will the Village communicate requests or issues?
  - What is the expected turn-around time for responses?
  - What back-up resources are available if the Village's primary contact person is away?
- F. Information system requirements to send and receive account information
- G. Overview of security processes to ensure protection of any confidential information
- H. Proposed collection fee structure
- I. Remittance process and schedule
- J. Customer References – Include a minimum of three (3) references with contact information, duration of service agreement, and scope of services. References that are governmental entities is highly preferred.

## **8. Evaluation Criteria and Selection Process**

The Village will conduct a review of proposal submissions and may request clarification or additional information pertaining to a proposal. Proposals will be evaluated in a fair, consistent and objective manner. Selection will be based on response to questions or requirements identified in this RFP. The final recommendation will be subject to consideration and approval by the Village Board.

- A. Ability to Perform Required Services
 

The Village will consider all relevant material submitted by each agency, and other relevant material it may otherwise obtain, to determine whether the agency is capable of providing services of the type and scope specific to the RFP. The following elements may be given consideration by the Village in determining whether an agency is capable:

  1. Experience, integrity and reputation of the agency and other information that has direct bearing on the decision to award a contract.
  2. Quality, ability, capacity and skill of the agency to perform the scope of services, and responsiveness of the proposed program/methods.
- B. Fees proposed for services to be performed and recovery factor for similar collections.
- C. References
- D. Other factors that Village representatives believe will be in the Village's best interest.

## **9. Award of Agreement**

The agency selected as a result of this RFP process will be required to enter into a written professional services agreement, in a form prepared by the Village. Such agreement shall reflect the terms and conditions included in the RFP and the selected agency's proposal, as well as any other provisions mutually agreed to by both parties. In the event that the proposer to whom the services are awarded does not execute a contract within 30 calendar days after approval, the Village may give notice to such proposer of intent to award the contract to the next most qualified proposer or to call for new proposals and may proceed to act accordingly.

## **10. Reservation of Rights**

The Village of Lincolnwood reserves the right, at its sole discretion, to use without limitation any and all information, concepts, and data submitted in response to this RFP, or derived by further investigation thereof. The

Village reserves the right at any time and for any reason to cancel this solicitation, to reject any or all proposals, to supplement, add to, delete from, or otherwise change this RFP if conditions dictate. The Village may seek clarifications from a respondent at any time and failure to respond promptly may be cause for rejection.

## 11. Terms and Conditions

- A. This RFP is issued pursuant to applicable provisions of the Village's Purchasing Policy. Responses to this RFP shall be opened and reviewed in private.
- B. An agreement resulting from the acceptance of a proposal shall be on forms approved by the Village Attorney's Office and shall contain, as a minimum, the applicable provisions of this Request for Proposals and the proposal submission itself. The Village reserves the right to reject any agreement which does not conform to the Request for Proposals, the proposal of the firm concerned, or the Village's requirements for agreements and contracts.
- C. The contracted vendor shall not assign any interest in the contract and shall not transfer any interest without the prior written consent of the Village.
- D. Respondents shall thoroughly examine and be familiar with the RFP specifications. The failure or omission of any respondent to receive or examine this document shall in no way relieve any respondent of obligations with respect to this RFP or the subsequent agreement.
- E. If, through any cause, a vendor contracted pursuant to this RFP fails to fulfill the obligations agreed to in a timely and proper manner, the Village shall have the right to terminate the contract by notifying the vendor in writing and specifying a termination date not less than thirty (30) calendar days in advance. In such event, the contracted vendor shall be entitled to just and equitable compensation for any satisfactory work completed.
- F. Village officials shall direct the examination of the proposals and other documents submitted to determine the validity of any written requests for nondisclosure of proprietary or confidential information. After award of the contract, all responses, documents, and materials submitted by the respondent pertaining to this RFP will be considered public information unless otherwise determined by the Village. All data, documents and other information developed because of these contractual services shall become the property of the Village. A respondent must inform the Village in writing of the exact materials in the submittal, which it believes, are proprietary or confidential, and should not be made part of the public record in accordance with the Illinois Freedom of Information Act. The respondent will be financially responsible for all expenses incurred by the Village, its public officials, consultants, employees, agents and representatives in defending the denial of access to such material pursuant to a Freedom of Information Act request.
- G. Proposals submitted are offers only, and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the firms submitting proposals. Issuance of this RFP does not obligate the Village to pay any costs incurred by a proposer in its submission of a proposal or conducting any necessary studies or creating any necessary designs for the preparation of that proposal, or for procuring or contracting for the services to be furnished under this RFP.
- H. A proposer may withdraw its proposal, either personally or by written request, at any time prior to the deadline for submittals. No proposal may be withdrawn for 90 days after the date set for opening proposals. Proposals will be subject to acceptance during this period.
- I. The Village reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of the Village and to the public; to reject the proposal with the lowest cost to the Village; to accept any item of any proposal; to reject any and all proposals; and to waive irregularities and informalities in any proposal submitted or in the RFP process; provided, however, that the waiver of any prior defect or informality will not be considered a waiver of any future or similar defect or informality. Firms should not rely upon, or anticipate, such waivers in submitting their proposal.

## **12. Proposal Format**

- A. Cover letter – A signed letter briefly stating the proposer’s understanding of the work to be done in compliance with the Request for Proposals, and a statement that the proposal is a firm and irrevocable offer for 180 days. Any exceptions to requirements listed in the Request for Proposals must be clearly identified in the cover letter, including exceptions to the desired scope of services outlined in Section 6. The cover letter must be signed by an authorized representative of the agency.
- B. The cost of services to be provided and an explanation of the basis on which fees are determined. All potential services and associated pricing must be disclosed.
- C. Requirements outlined in RFP Section 7.
- D. Resume(s) of staff to be assigned to this project.