

CITY OF WARNER ROBINS
REQUEST FOR PROPOSALS
DELINQUENT TAX COLLECTION SERVICES
BID NO.: 26-T-4789



RELEASE DATE: JUNE 23, 2026

DUE DATE: JULY 8, 2026

CITY OF WARNER ROBINS
700 WATSON BOULEVARD
WARNER ROBINS, GA 31093

TABLE OF CONTENTS

I.	Introduction	1
II.	General Information	1
III.	Scope of Work	3
IV.	Proposal Deliverables	3
V.	Evaluation and Selection	5
VI.	Terms and Conditions	5

I. INTRODUCTION

The City of Warner Robins (“City”) issues this Request for Proposals (RFP) seeking proposals from qualified firms to provide delinquent tax collection services for the collection of outstanding municipal taxes, fees, and related charges. Services may include account review, notification and demand processes, skip tracing, payment collection, reporting, customer service, and compliance with all applicable federal, state, and local laws and regulations. The selected vendor will work in coordination with City staff to improve recovery of delinquent accounts while maintaining professional and courteous interactions with taxpayers.

Proposals will be accepted via the City’s online procurement system, IonWave, until July 8, 2026, at 4:00 PM (ET).

Potential respondents are encouraged to submit questions for clarification or additional information relating to RFP specifications or solicitation requirements. All questions must be submitted via IonWave by July 2, 2026, at 4:00 PM (ET).

Link to Ionwave procurement system:

<https://wrga.ionwave.net/SourcingEvents.aspx?SourceType=1>

Submission of a proposal shall constitute acknowledgement and acceptance of all terms, conditions, and addenda to this solicitation.

The City of Warner Robins reserves the right to reject any and all proposals, to waive informalities and technicalities, and to accept or reject any item or combination of items. The bid, if awarded, will be awarded to the responsible bidder whose bid will be most advantageous to the City of Warner Robins, price, availability, value and other factors considered.

II. GENERAL INFORMATION

A. **Timeline**

RFP Release	June 23, 2026
Due Date for Questions	July 2, 2026, at 4:00 PM (ET)
Proposals Due	July 8, 2026, at 4:00 PM (ET)
Evaluation Process	July 2026
City Approval & Award	Anticipated July/August 2026

All dates are subject to change at the discretion of the City. Sufficient notice of any such changes in the timeline will be provided to prospective respondents via email and/or IonWave notification.

B. **Addendum**

All additional information and addenda to this RFP will be issued via IonWave and/or email. Submission of a proposal shall serve as acknowledgement and acceptance of any/all addenda to this RFP.

C. RFP Deadline and Submission

All documentation and required forms must be submitted via the City's online procurement system, IonWave, by the designated date and time of July 8, 2026, at 4:00 PM (ET). Proposals submitted via mail, hand delivery, fax, or any alternative method will not be accepted.

D. Requests for Clarification

The City encourages prospective respondents to submit questions intended to clarify the scope, terms, specifications or requirements of this RFP. All questions must be submitted via IonWave by July 2, 2026, at 4:00 PM (ET). The City will issue responses to questions via IonWave.

E. Staff Contact

No direct or indirect contact with the Mayor, City Council Members or employees of the City of Warner Robins, other than the point(s) of contact listed below, will be allowed during the solicitation process. If such contact is made, the City of Warner Robins reserves the right to reject a bid submission.

Lauren Polk, Purchasing Agent
Purchasing Office
700 Watson Blvd.
Warner Robins, GA 31093
lpolk@wrga.gov
478-302-5530

Allison Lanneau, Assistant Purchasing Agent
Purchasing Office
700 Watson Blvd.
Warner Robins, GA 31093
alanneau@wrga.gov
478-302-5530

F. Public Information

Submitted bids and accompanying materials become property of the City of Warner Robins and information included therein shall become public record in accordance with Georgia Open Records Laws.

G. Reservations

While the City intends to make an award as a result of this solicitation, issuance of the RFP does not constitute a commitment by the City to award the project, execute a contract, or bind the City in any way. Upon a determination such actions would be in its best interest, the City, in its sole discretion, reserves the right to:

- i. Cancel or terminate this RFP. Upon such action, a notice of cancellation will be issued.
- ii. Reject any or all proposals received.
- iii. Make a contract award based directly on the proposals received or hold further discussions with one or more offeror.
- iv. Waive informalities and irregularities in a proposal, and accept or reject any item or combination of items listed in a proposal.
- v. Reject any proposals that do not contain all elements and information requested in this RFP or that fail to comply with the requirements of this RFP.

III. SCOPE OF WORK

The awarded contractor shall provide all labor, supervision, materials, and resources necessary to perform delinquent tax collection services. The selected contractor shall conduct all processes in accordance with approved collection procedures established by the Fair Debt Collection Practice Act and shall conform with all applicable federal, state, and local laws. The scope of work shall include, but not be limited to, the following, and shall include any items which would be reasonably expected to be foreseen by the contractor in the normal performance of work:

- Initial pursuit of delinquent taxes via standard collection notices (maximum of two (2) notices).
- Secondary pursuit of delinquent taxes via filing of tax executions (fi.fa's) and all legally required notices pertaining to such executions.
- Conduct thorough searches for bankruptcy filings and for all entities with an interest in the property in question.
- Prepare all legal notices, advertisements, and abstracts required throughout the levy process.
- Weekly status data updates to include:
 - i. Total collection of paid accounts
 - ii. Total of accounts contacted
 - iii. Report of certified mail
 - iv. Returned mail and regular mail

All additional specifications included in this solicitation via addenda, responses to questions, and pre-bid meeting instructions, will be incorporated into this solicitation by reference thereof.

IV. PROPOSAL DELIVERABLES

Proposals must include the elements listed below. The City reserves the right to eliminate from further consideration any response deemed to be substantially or materially unresponsive to this RFP and the specifications contained herein.

A. Cover Letter

Provide company name, primary address, and contact information of primary contact in reference to the proposal. Include a brief company introduction and profile including number of years providing tax collection services.

B. Relevant Experience

Describe all services offered by the firm to include data processing services and capabilities. List the types of taxes collected and total tax revenue collected for each type tax in the last five (5) years. Provide a list of current clients and the firm's collection ratio.

C. Qualifications

Describe the skills, expertise and certifications (if applicable) that qualify your firm to complete the stated scope of work. Include resumes for personnel that will be performing

services under the contract. Demonstrate a level of skill and expertise that is necessary to efficiently and successfully complete the project.

D. Methodology

Provide a detailed account of the methodology to be used in the collection of delinquent taxes in accordance with all applicable regulations.

E. Timeline

Submit a timeline for completing the delinquent tax sale process that identifies milestones and key steps.

F. Litigation and Claims

List any legal proceedings including arbitration, complaint, court action, or claim filed, commenced, or made by a municipality, other government body, employer, or taxpayer against the firm within the last ten (10) years. Provide a brief summary of final resolution or proceeding or claim.

G. References

Provide a minimum of three (3) references for whom similar services have been completed within the last three (3) years. Describe the services provided and include contact information for each reference.

H. Required Documents

Proposals should include all documents required by the procurement policies of the State of Georgia and the City of Warner Robins. Documents must be current, valid, fully executed by an authorized representative of the responding company, and notarized (where required). Such documents include the following:

- vi. General Terms and Conditions
- vii. Business License
- viii. Certificate of Insurance
- ix. E-Verify Affidavit
- x. Sub-Contractor E-Verify Affidavit (if applicable)
- xi. Sole Proprietor Affidavit (if applicable)
- xii. Absence of Conflict of Interest Certification
- xiii. Non-Collusion Affidavit

I. Cost of Services

Provide a detailed cost schedule for executing each phase of services including administrative costs such as postage and filing, recording, and cancellation of fees. The provided cost must include all materials, equipment, products, labor and any other associated expenses necessary to successfully complete the scope of services. All associated fees must be listed.

V. EVALUATION AND SELECTION

A. General Evaluation Information

The objective of the evaluation process is to conduct an equitable evaluation of proposals to identify a proposal that represents best value. Proposals will be evaluated based on their completeness and quality of their conformance with this RFP, as well as the evaluation criteria outlined in Section V(B).

The City reserves the right to conduct reasonable investigations as deemed necessary to inspect the offeror's ability to perform the services outlined in this RFP. Proposal evaluations may result in a shortlist of qualified offeror's with whom the City conducts interviews and/or presentations.

The City reserves the right to eliminate from further consideration any response deemed to be substantially or materially unresponsive to this RFP and the specifications contained herein. The project, if awarded, will be awarded to the responsible offeror whose proposal will be most advantageous to the City of Warner Robins, price, availability, value, and other factors considered. The City reserves the right to reject any and all proposals, to waive informalities and technicalities, and to accept or reject any item or combination of items.

B. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Evaluation Criteria	Maximum Points
Relevant Industry Experience	25
Qualifications	25
Methodology	20
Collection Ratio	15
Timeline	15
Maximum Score	100

VI. TERMS AND CONDITIONS

A. General Conditions

Submission of a bid shall constitute acknowledgement, acceptance, and agreement to comply with all terms outlined in any and all bid materials (RFP, addenda, question responses, and City of Warner Robins General Conditions). Any agreement or contract resulting from the acceptance of a proposal shall be on forms either supplied or approved

by the City of Warner Robins. The City reserves the right to reject any and all bids, to waive informalities and technicalities, to reject portions of bids and to award contracts in a manner consistent with the City Code and all applicable State and Federal regulations.

By submitting a bid, the contractor certifies that they are not currently debarred from submitting bids or proposal on contracts by any agency of the State of Georgia and the Federal Government, nor are they an agent of any person or entity that is currently debarred from submitting bids on contracts by any agency of the State of Georgia or the Federal Government.

B. Bid Binding Period

All bid prices shall be binding upon the bidder for ninety (90) calendar days following the bid closing date. Any bid in which the bidder shortens the acceptance period may be rejected.

C. Insurance Requirements

Within 10 days of bid award, and at all times that a contract is in force, the contractor shall obtain, maintain and furnish to the City Certificates of Insurance meeting or exceeding the following coverage limits:

1. Worker's Compensation at Statutory Requirement
2. Commercial General Liability: \$1 Million/Occurrence, \$2 Million General Aggregate

The City of Warner Robins must be designated as a Certificate Holder with the following information listed:

City of Warner Robins
Attn: Purchasing Office
P.O. Box 8629
Warner Robins, GA 31095

No contractor shall commence work of any kind under this solicitation until all insurance requirements contained in this solicitation have been complied with and until evidence of such compliance satisfactory to the City of Warner Robins as to form and content has been filed with the City.

The offeror agrees to indemnify, defend and hold harmless the City of Warner Robins and, its departments, their officers, agents, and employees from any claims, demands, damages and actions of any kind or nature whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the bidder/any services of any kind or nature provided by the bidder.

D. Contract Term

The contract resulting from this solicitation will have an initial term of one year with the option to renew the contract for four (4) additional one (1) year periods. In accordance with O.C.G.A. § 36-60-13, the contract will automatically renew for additional one (1) year terms following the then existing term year unless the City delivers written notice of non-renewal to the contractor within thirty (30) days of the then current term expiration.

In accordance with O.C.G.A. § 36-60-13 the contract will terminate absolutely and without further obligation of the City at the close of the calendar or fiscal year in which it was executed and at the close of each succeeding calendar or fiscal year for which it may be renewed. The contract will terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the City.

E. Exceptions

Submission of a bid certifies that all specifications, requirements, terms and conditions outlined in the solicitation have been reviewed and accepted. Any exceptions to bid specifications must be clearly identified and described in detail with bid submission. Exceptions must reference the specific section(s) of the solicitation to which the bidder is taking exception and must include proposed alternative language. If no exceptions are expressly identified, it will be assumed that the bidder's offer is in compliance with all aspects of the solicitation.

F. Employment Authorization Program

In accordance with the Georgia Security and Immigration Compliance Act, as amended, any offeror that enters into a contract for the physical performance of services shall register and participate in the federal work authorization program, E-Verify. All subcontractors and sub-subcontractors, as such terms are defined in O.C.G.A. § 13-10-90, shall also be required to comply with these E-Verify requirements. Offerors and their subcontractors and sub-subcontractors will be required to execute an affidavit verifying their compliance with O.C.G.A. § 13-10-91.

G. Compliance with Laws, Non-Discrimination

The contractor, its sub-contractor(s), assignees and successors, in the performance of contracted work, shall comply with all applicable federal, state, and local laws, rules and regulations. Including, but not limited to, the Civil Rights Act of 1964, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973. No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, gender, religion, age, or disability in connection with any bid submitted to the City of Warner Robins or the performance of any contract resulting therefrom.