

Finance Authority of Maine (FAME)



Outside Collections Services Provider RFQ

RFQ Coordinator	<p>All communication regarding the RFQ <u>must</u> be made through the RFQ Coordinator identified below.</p> <p>Contact: Christopher Roney (croney@famemaine.com)</p>
Questions	<p>All questions <u>must</u> be received by the RFQ Coordinator identified above by: Date: July 17, 2026 no later than 5:00PM EDT</p>
Quote Submission	<p>Quotes <u>must</u> be received by: Date: 7/31/2026 no later than 5:00PM EDT</p> <p>Forms <u>must</u> be submitted electronically to the following address: Electronic (e-mail) Submission Address: croney@famemaine.com</p>

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PUBLIC NOTICE

**Finance Authority of Maine
Outside Collections Services Provider RFQ**

The Finance Authority of Maine (FAME) is seeking proposals from interested and qualified parties to serve as outside collections services provider, performing loan collection activities on behalf of FAME, and in some cases on behalf of other State of Maine agencies for whom FAME provides loan administration services. The loans in question are largely unsecured, education-related consumer loans.

Questions may be submitted before 5:00 pm on June 17, 2026 by email to croney@famemaine.com.

Proposals must be submitted before 5:00 pm on July 31, 2026 by email to croney@famemaine.com.

Proposals not submitted by this deadline may not be considered for the contract award.

Finance Authority of Maine (FAME) Outside Collections Services Provider RFQ

PART I Background & Description of Services Sought

Established in 1983, the **Finance Authority of Maine (FAME)** is a quasi-independent state agency dedicated to improving Maine's economic landscape by expanding access to capital for businesses and increasing opportunities for educational advancement. FAME serves the people of Maine through a broad range of financial programs designed to drive business growth and educational attainment. Additional details about our programs and services can be found at <http://www.famemaine.com>.

FAME has a portfolio of over \$80MM of education loans, originated under several different programs, made to students seeking higher education. Borrowers are either Maine residents at the time of the loan, or are students attending a Maine-based higher education institution. Some loans are credit based, some are not; some carry co-signers, some do not. Borrower and/or cosigners may or may not be currently Maine residents. While these loans are either self-serviced by FAME staff or serviced by outside vendors when not in default, FAME seeks an outside provider to perform collection activities on defaulted loans, including, without limitation, contacting borrower and/or cosigners, attempting to negotiate repayment plans with the obligated parties, implementing and monitoring any repayment plans, and additional follow up as needed. FAME prefers a provider who can initiate, and prosecute to judgment, a judicial collection proceeding in Maine should a voluntary payment plan not be accomplished or maintained. However, collection agencies without that capability will be considered. A qualified provider must follow all applicable State and Federal laws applicable to collection of consumer obligations. Interested parties should complete and submit a proposal with the signed Certification attached hereto as Exhibit A before the stated deadline in order to be considered.

PART II. RFQ General Rules & Provisions

1. From the time the RFQ is issued until award notification is made, all contact with FAME regarding the RFQ must be made via email through the RFP Coordinator, Christopher Roney. No other person/ FAME employee is empowered to make binding statements regarding the RFQ. Violation of this provision may lead to disqualification from the bidding process, at FAME's discretion.
2. Issuance of the RFQ does not commit FAME to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFQ. This includes attendance at personal interviews or other meetings.
3. All proposals must adhere to the instructions and format requirements outlined in the RFQ and to all written supplements and amendments (such as the Summary of Questions and Answers) issued by FAME. Proposals are to follow the format and respond to all questions and instructions specified below in the "Proposal Submission Requirements" section of the RFQ.
4. Bidders will take careful note that, in evaluating a proposal submitted in response to the RFQ, FAME will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal FAME information regarding previous contract history with the Bidder (if any). FAME also reserves the right to consider other reliable references and publicly available information in evaluating a

- Bidder's experience and capabilities.
5. Following announcement of an award decision, all submissions in response to this RFQ will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](#) et seq.).
 6. FAME, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFQ.
 7. Taxation and Compliance: FAME's purchase of goods and services is exempt from state, federal, and local sales and use taxes. The successful Respondent agrees to comply with all applicable federal, state, and local statutes, laws, and regulations in the performance of the Contract.
 8. All applicable laws, whether or not herein contained, are incorporated by reference. It is the Bidder's responsibility to determine the applicability and requirements of any such laws and to abide by them.

PART III PROPOSAL CONTENT REQUIREMENTS

This section contains specific instructions for Bidders to use in preparing their proposals. FAME seeks detailed yet succinct responses that demonstrate the Bidder's qualifications, experience, and ability to deliver the desired services sought in this RFQ. A form for the proposal, including required certifications, is attached as Exhibit A.

Section 1: Organization Qualifications and Experience

Bidders shall provide background information on their company, with a specific focus on their qualifications to undertake this engagement.

Section 2: Pricing Structure

Proposals should answer the following questions:

- a. Are the fees to be applied by the hour of services provided, or by a percentage of collections received?
- b. What are the rates assessed?
- c. What is included and not included in the fees proposed?

Section 3: References.

Bidders should provide 2-3 professional references that may be contacted by FAME.

PART IV PROPOSAL EVALUATION

Evaluation of the submitted proposals will be accomplished as follows:

A. Evaluation Process - General Information

1. An evaluation team (the "FAME Review Team") will judge the merits of the proposals received in accordance with the criteria defined in the RFQ, if any.
2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to FAME.
3. FAME reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received..

B. Evaluation Process – Details

- a. **Evaluation Process:** The Evaluation Process will consist the FAME review team evaluating each submitted response against the Evaluation Criteria defined in the Evaluation Criteria and Scoring section below using a consensus approach to evaluate and score each section. Members of the evaluation team will not score those sections individually, instead they will arrive at a consensus decision as to assignment of points for each section. The cost proposal will be scored as described below.
2. **Evaluation Criteria:** Bidder responses will be evaluated on the following scale that will measure the degree to which each proposal meets the following criteria:

**Finance Authority of Maine (FAME)
VENDOR PROPOSAL and CERTIFICATION
Outside Collections Services Provider**

Bidder Contact Information:

Bidder's Organization Name:			
Authorized Executive - Name/Title:			
Tel:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			
<i>(Provide information requested below if different from above)</i>			
Point of Contact for Proposal - Name/Title:			
Tel:		E-mail:	

Subcontracting Partner Information (if applicable):

Subcontracting Partner:			
Authorized Executive - Name/Title:			
Tel:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			
Role / Qualifications of Subcontractor			
<i>Brief description of the subcontractors' organizational capacity and qualifications.</i>			

Pricing: Please describe how you propose to charge for the Services.

References: Please list names and contact information for 2-3 professional references.

Cyber Risk Management: Please complete and attach Exhibit B.

Litigation:

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. In cases where disclosure of such details is prohibited, the Bidder must provide notice of the existence and number of such matters with as much detail as requested by FAME and as permitted by applicable law and existing agreements.

Certificate of Insurance:

Bidders must provide a certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder's general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

Acknowledgements:

- This quote and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of this submission.
- No personnel currently employed by FAME, or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder's quote.
- No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a quote.
- The above-named organization is the legal entity entering into the resulting contract with FAME if they are awarded the contract.
- The undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.

To the best of my knowledge, all information provided in the enclosed quote is complete and accurate at the time of submission.

Name (Print):	Title:
Authorized Signature:	Date:

**Finance Authority of Maine (FAME)
COST PROPOSAL
Outside Collections Services Provider**

Bidder's Organization Name:	
Proposed Cost:	\$

Bidders are required to clearly address costs for the entirety of the project. Include details on the quantity and specifications of the product/service.

Please use the space below to provide a breakdown of the proposed cost:

Exhibit B
Finance Authority of Maine (FAME)
CYBER RISK MANAGEMENT QUESTIONS
Outside Collections Services Provider RFQ

- 1. Please describe the systems and procedures used by the bidder to protect confidential information, including information provided to vendor by FAME.**

FAME reserves the right to request additional information regarding security controls, certifications, insurance coverage, or risk mitigation practices depending on the nature of the vendor's access to and custody of FAME's information assets.