



CITY OF POMONA

COUNCIL REPORT

June 15, 2026

To: Honorable Mayor and Members of the City Council

From: Anita D. Scott, City Manager

Submitted By: Andrew Mowbray, Finance Director / City Treasurer

SUBJECT: AWARD OF CONTRACT TO PROFESSIONAL CREDIT SERVICES FOR CITYWIDE COLLECTION AGENCY SERVICES

RECOMMENDATION:

It is recommended that the City Council take the following actions:

- 1) Approve the award of a three-year contract with two annual extension options to Professional Credit Services to provide citywide Collection Agency Services.
- 2) Authorize the City Manager to execute the contract and any subsequent changes orders on behalf of the City.

EXECUTIVE SUMMARY:

Award of a citywide collection agency services contract to Professional Credit Services for a three-year period with two annual extension options to allow the City to proceed with debt collection on past due accounts when necessary.

SB1439/GOVERNMENT CODE §84308 APPLICABILITY:

☐ When this box is checked, it indicates the agenda item is subject to the Levine Act SB1439 requirements. Councilmembers are reminded to check their campaign contributions and determine whether they have received a campaign contribution of \$500 or more that would require disclosure and/or recusal from discussing or acting on this agenda item. Campaign contributions of \$500 or more made 1) by any person or entity who is identified in the agenda report as the applicant or proposer or 2) on behalf of the applicant or participant, including a parent, subsidiary or otherwise related business entity, or 3) by any person who has a financial interest in the agenda item requires a councilmember to comply with SB1439.

FISCAL IMPACT:

The City will not incur any costs in association with this contract. Pursuant to Section 2-928 of the Pomona City Code, all collection fees will be added to the outstanding balance of the delinquent account.

PUBLIC NOTICING REQUIREMENTS:

In accordance with Section 2-993.1 (4)a of the City's Purchasing Ordinance, a public notice inviting bids was posted on the City's website on March 25, 2026, and bids were open on April 23, 2026. Eight (8) proposals were submitted and reviewed.

PREVIOUS RELATED ACTION:

On October 18, 2010, the City Council approved a contract with Caine & Wiener for citywide collection services. The contract expired on January 31, 2016, requiring procurement. On January 25, 2016, the City Council approved a contract with Professional Credit Services for citywide collection services. The contract expired April 14, 2021. On June 7, 2021, the City Council approved a contract with Professional Credit Services which is going to expire on June 30, 2026.

DISCUSSION:

City Departments use a variety of methods to facilitate collection of past due amounts owed to the City, including sending out periodic notices, e.g. 30-day, 45-day, 60-day notices, and utilizing the services of collections agencies. Collection agencies have proven effective on accounts not responding to periodic past due notices.

On March 25, 2026, a Request for Proposal (RFP) No. 2026-12 – Citywide Collection Services was issued on the City's electronic bidding platform. The solicitation notified 42 vendors, of which 21 prospective bidders downloaded the RFP, resulting in the City receiving 8 proposals. The eight companies that submitted responsive proposals are: Professional Credit Services, Continental Service Group, LLC., IC System Inc., Cedars Business Services, LLC., General Revenue Corporation, Michele.hardy@credstarrev.com, Pinnacle Recovery, and BC Services. These eight proposals met minimum qualifications and were then evaluated on a 240-point scale based on 1. Overall project approach, design and methodology, 2. Qualifications, background and prior experience, 3. Experience, organization and technical skills, and 4. Price Proposal. Professional Credit Services' proposal was selected as the highest-ranking proposal by the Evaluation Committee, which was comprised of three city staff from different city departments/divisions who oversee current collection procedures.

AGENCY NAME	OVERALL SCORE
Professional Credit Services	205
Continental Service Group, LLC	135
IC System, Inc.	133
Cedars Business Services, LLC	131
General Revenue Corporation	116
Michele.hardy@credstarrev.com	110
BC Services	107
Pinnacle Recovery, Inc.	106

Professional Credit Services (PCS) was found to be appropriately licensed and has been determined to be the most qualified bidder. PCS currently collects for over 950 state, county, municipal, healthcare, and business clients. They have been collecting on behalf of government entities for 87 years. The proposal submitted by Professional Credit Services clearly states its collection fees will be charged to the debtor in addition to the City's referred debt. This method will assure that the City will receive the maximum return on the bad debt.

Prepared by:
Shar Perez
Revenue Operations Manager

ATTACHMENT(S):

Attachment No. 1 – RFP Evaluation Scores – Citywide Collections – RFP No. 2026-2012
Attachment No. 2 – Attorney Approved Draft Agreement for Citywide Collections Services