

# **Roles and Responsibilities- PCF Contract**

This document is designed to summarize the roles and responsibilities of the various parties involved in the contracts between the state and the private collection firms. This is a general guide only and the contract supersedes this in all areas.

## **State Agencies-**

- Establish P.O. with required items per contract.
- Monitor PCF for compliance with contract and P.O. requirements
- If PCF is out of compliance with terms of the contract or the P.O., then contact the PCF and communicate (preferably in writing for documentation purposes) the violation that is alleged. That communication should request a reply from the PCF within 24 hours (per section I.2.a.1 of the contract).
- Once a response is received from the PCF, submit a PCF Contract Issue Form to DAS SWARM Coordinator immediately with all pertinent information.
- Review PCF reports for accuracy
- If any amount due to the PCF for services rendered are in dispute, contact the PCF immediately and communicate the reason for the dispute
- Submit payment within 45 days for all non-disputed items
- If PCF does not agree with the reason for the dispute, submit a PCF Contract Issue Form to DAS SWARM Coordinator immediately with all information regarding dispute.

## **PCF-**

- Receive properly formatted P.O. (Section I.4.b) from State Agency and copy to DAS SWARM Coordinator prior to commencing work (Section I.4.a)
- Systematically identify all state accounts at the time of assignment to ensure compliance with all terms and conditions of both the contract and P.O.
- Request clarification from agency and/or SWARM for any items when process is unclear
- Respond to DAS and State Agency inquiries within 24 hours (section I.2.a.1)
- Submit all reports, including the quarterly Volume Sales Reports, in the time frame required by either the contract or the P.O.
- Pay the VCAF invoice timely
- Contact SWARM when an agency has not submitted payment for non-disputed items.

## **SWARM-**

- Receive P.O. copies from PCF
- Monitor PCF reports for complete and accurate information
- establish procedures for review of accounts for contract compliance
- Schedule with State Agencies and PCF to review a sample of accounts assigned
- Conduct semi-annual PCF Surveys and share results with ARCC and PCFs
- Receive and monitor PCF Contract Issue Forms for issues requiring further action.

- Communicate contract compliance issues with PCF and SPO when appropriate, report resolution back to State Agency.
- Contact agencies that have not submitted payment within 45 days and facilitate payment processing and communications with the PCF

**SPO-**

- Receive Volume Sales Reports and invoice PCF timely
- Receive and process VCAF payments
- Notify SWARM Coordinator of any delinquencies in VCAF payments
- Send cure letters to PCF upon request from SWARM Coordinator