



RFP No. CP016 – Questions and Responses (part II)

1. What is the total dollar value and number of accounts including any backlog?

- *As of April 30, 2016, The Revenue Authority has:*
 - *Number of accounts including any backlog - 720,271*
 - *Total dollar value of all accounts \$73,981,187*

2. What is the average balance and age of each type of debt placed?

- *As of April 30, 2016, The Revenue Authority has:*
 - *Parking Enforcement - avg. bal \$168.28; avg. age 2,284 days*
 - *Automated Speed – avg. bal \$40.00; avg. age _38 mo._*
 - *Red Light Camera – avg. bal \$74.95; avg. age _26mo._*
 - *False Alarm – avg. bal \$50.07; avg. age _n/a_*

3. What interface system does the RAPGC currently use to house and transfer its data between vendors that the RAPGC coordinates the issuance of citations and collect its delinquent accounts?

- *The Revenue Authority uses the following systems for each program:*
 - *Parking Enforcement - Fasttrack*
 - *Automated Speed – Optotraffic*
 - *Red Light Camera – Xerox*
 - *False Alarm – Crywolf (AOT)*

4. What vendor does RAPGC currently use to collect its delinquent fines and fees accounts identified by this RFP?

o *The Revenue Authority uses the following vendors to collect delinquent fines and fees:*

- *Parking Enforcement – Complus*
- *Automated Speed – Optotraffic*
- *Red Light Camera – Xerox*
- *False Alarm – Prince George’s County Office of Law*

5. Section 1.2, page 5 identifies various portfolios of delinquent receivables to be collected by the successful vendor who is awarded this contract (i.e. Parking Enforcement , Automated Speed, Red Light Camera and False Alarm). What has been the RAPGC's collection rate for the last three years (2015, 2014, 2013) for each portfolio of accounts identified above based upon the most recent available collection data?

o *The Revenue Authority has the following collection rates for each program:*

	<i>2015</i>	<i>2014</i>	<i>2013</i>
<i>Parking Enforcement</i>	<i>71.0%</i>	<i>73.0%</i>	<i>72.0%</i>
<i>Automated Speed</i>	<i>73.3%</i>	<i>84.7%</i>	<i>87.2%</i>
<i>Red light Camera</i>	<i>80.0%</i>	<i>94.0%</i>	<i>86.0%</i>
<i>False Alarm (data not available)</i>			

6. Section 1.2, page 5 provides for three enforcement tools utilized by the RAPGC to collect its delinquent accounts. Will any of the

accounts to be turned over for collection be subject to debtors' appellate rights or subject to settlement pursuant to completion of probation periods prescribed by local courts?

- The Revenue Authority expects that all appellate rights of debtors will have been exhausted or waived at the time the account is turned over for collection, *i.e.*, 180 days delinquent. The Revenue Authority will not intentionally turn over for collections accounts that are the subject of pending appeals. The Revenue Authority is unclear as to the second part of Question 6 that references “subject to settlement pursuant to completion of probation periods prescribed by local courts.”

7. Section 3.2(e), Vendor Responsibilities, page 10 states...“the Vendor shall not litigate or compromise any disputed bill for less than full value...” Will the selected vendor be expected to engage in or be party to any litigation for the purpose of collecting any delinquent accounts?

- The Revenue Authority does not expect the awarded vendor to engage or be party to any litigation for the purpose of collecting any delinquent accounts. However, the vendor will be required to cooperate with the Revenue Authority as needed, including the provisions of documents and/or testimony if necessary.

8. If the selected vendor will be expected to engage in litigation, will the vendor be expected to bear the litigation costs up front?

- The Revenue Authority does not expect the vendor to engage in litigation; as a result the vendor will not pay up front litigation costs.

9. Section 3.2(t), Vendor Responsibilities, page 10 states..."the Vendor shall not negotiate a payment plan with a delinquent account that affects the accrual of additional monthly penalties." Will the selected vendor be permitted to enter into payment plans to satisfy the total balance?

- *Yes, The Revenue Authority will allow the vendor to enter into payment plans to satisfy the delinquent balance(s).*

10. If payment plans are permitted, will the selected vendor be required to obtain approval of any payment plans prior to entering into them with debtors?

- *The Revenue Authority will not require the selected vendor to get prior approval before entering into a payment plan with debtors.*

11. If payment plans are approved by the RAPGC, will the vendor be required to track partial payments and report them accordingly to the RAPGC until paid in full?

- *Yes, The Revenue Authority will require the vendor to track and report on partial payments until the debt is paid in full.*

12. Will any of the delinquent accounts turned over to the selected vendor be the subject or the result of any pending or past litigation?

- *The Revenue Authority will not turn over any delinquent accounts that have been subject to pending or past litigation.*

13. If any of the accounts turned over to the successful vendor for collections are the subject of past or pending litigation, will the selected vendor have access to all pleadings and/or notes made in connection with the subject litigation?

- *Please see response to question #12 above.*

14. How often will system updates and account adjustments be made to reflect payments, and how often will these updates be communicated to the selected vendor?

- *The Revenue Authority will provide daily system updates and account adjustments based on payments received. The updates will be communicated to the selected vendor on a weekly basis.*

15. Section 3.5, Terms and Conditions (Pricing), page 12, states..."Any cash deliver/payment discount, such as 2%-20 Net 30, will be applied at the time of payment. Cash Discounts offered will only be used in breaking a tie bid. Minimum terms will be Net 30." Can the RAPGC explain what this means?

- *While proposal of Cash Discounts is permissible, the discount amounts will not be deducted from the proposed contingency fee for purposes of fee evaluation. However, in the event of a tie bid (i.e., two or more vendors propose the exact same*

contingency fee), any proposed Cash Discounts will be considered in order to break the tie.

16. Will the contract award be based solely on the lowest bid received by the RAPGC or will other factors be taken into consideration?

- *The Revenue Authority will not base the award solely on the lowest bid. The Revenue Authority will also consider the vendors experience, vendor's method of collections and other factors as stated in the RFP in selecting the awarded bid.*

17. Will the RAPGC require the selected vendor to maintain a local office?

- *The Revenue Authority will not require the selected vendor to maintain a local office.*

18. What is the enabling statute that governs RAPGC's payment of fees to vendors to perform collection services on behalf of the county?

Please see Subtitle 21A and Subtitle 26 of the Prince George's County Code.

19. How are current fines, fees and penalties currently being billed by any incumbents, by category, and at what collection rates?

- *The Revenue Authority currently bills as follows:*
 - *Parking Enforcement*
 - Initial fine – windshield ticket and 10 day mailed notice*
 - 30-day penalty – 36 day mailed notice*
 - 60-day penalty – 61 day mailed notice*

Collection rate – 71%

- *Automated Speed*

Initial fine – 14 day mailed notice

Collection rate – 73.3%

- *Red Light Camera*

Initial fine – 14 day mailed notice

Collection rate – 80.0%

- *False Alarm*

Initial fine – 30 day mailed notice

Collection rate – data not available

20. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

- *The Revenue Authority does not disclose payment information for prior or current service providers.*

21. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

- *The Revenue Authority expects the monthly estimated dollar value of the accounts to be placed with:*
 - *Parking Enforcement - \$593,599*
 - *Automated Speed - \$604,233*
 - *Red Light Camera - \$307,669*
 - *False Alarm - \$17,341*

22. What has been the historical rate of return or liquidation rate achieved by any incumbent(s), and/or what is anticipated or expected as a result of this procurement?
- *The Revenue Authority is anticipating that the result of the consolidated collection agent procurement produces a greater return on delinquent citations than we currently achieve. That goal will be measured by many factors including but not limited to a reduction of the quantity of outstanding citations and the increase of dollars collected on outstanding citations.*
23. If applicable, will accounts held up by incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?
- *Yes, The Revenue Authority will move any backlog of citations held by incumbents as a one-time placement to the new vendor.*
24. Can you describe the current contractual relationships with your “Managing Collection Agency” and any and all MBE or other vendors providing specific collection services and collection fees paid to both your “Managing Collection Agency” and other collection agency subcontractors?
- *The Revenue Authority does not have a current relationship with a managing collection agency. The Revenue Authority does not have a current collection agency subcontractor.*
25. Since you are specifically requiring that the “Vendor must have the ability and equipment to pursue in-state, as well as out of state...”

debtors and such submitting vendor must be in “accordance with all federal, state and local regulations regarding debt collection practices and are approved by an attorney or state licensing agency specializing in the legalities of debt collection” do all vendors and proposed MBE or other subcontracted vendors have to be licensed in all 50 states, plus the District of Columbia, to collect debt?

- *The Revenue Authority does not require all vendors, or subcontracted vendors to be licensed in all 50 states, plus the District of Columbia. The Revenue Authority does issue citations to in state and out of state license plates. The awarded vendor or subcontractor must have the ability to pursue those debt collections.*

26. Will you require each submitting vendor and MBE or other subcontracted vendors to submit proof, in their respective RFP responses, of such licensure in all 50 states and the District of Columbia?

- *The Revenue Authority encourages all respondents to the RFP to submit proof of licensure to collect debt in any of the 50 United States and the District of Columbia.*

27. The list/file that RAPGC is providing at day 181 be one with a list of all delinquent items for all debt types or separate files for each debt type?

- *The Revenue Authority will provide a file at day 181 that is separate for each debt type.*

28. Bidder shall be an established company – Will the RAPGC accept proposals from bidders for whom Qualifications & whose core business is that of “debt or debt collection service” is a core business function but not collection services and has been in business for supplying governmental services specified herein for 10 years?

- o *Yes, the Revenue Authority will accept proposals from established companies whose core business function is not collection services.*

29. The maintenance plan must focus on preventative maintenance, including without limitation, include troubleshooting, installing upgrades, training and routine checks to achieve maximum performance. This section should also include information about any warranties and training for use of the proposed system, the location of the Proposer's service center and detailed information on expected response time for repairs or maintenance. This requirement is typically associated with systems. Since no system is being provided would the RAPGC please clarify its expectations for this specific requirement?

- o *The Revenue Authority expects the awarded vendor to have an established software or other technology based system to process and store data and to manage delinquent accounts. The system will need to have a preventative maintenance plan to include troubleshooting, installing upgrades, training and routine checks to achieve maximum performance.*

30. When the vehicle is impounded, is the account pulled from collections? What is the process that we would have to put in place (if any)?
- o *The Revenue Authority does not pull the account from collections when a vehicle is impounded. The awarded vendor will be notified when a vehicle has been salvaged or auctioned. The Revenue Authority will inform the awarded vendor when to remove the account from collections.*
31. Are we getting an account after the accrual is added or are additional penalties added? Can we set up payment arrangements?
- o *The Revenue Authority will be providing the awarded vendor the accounts after additional penalties are added. Yes, the awarded vendor can set up payment arrangements.*
32. Do you allow the collection agency to credit bureau report?
- o *The Revenue Authority does not allow the collection agency to credit bureau report.*
33. How long do you allow the collection agency to keep the inventory? When would inventory be returned back to the county?
- o *The Revenue Authority will allow the collection agency to keep the inventory until either the contract term ends or the contract is terminated. The inventory will need to be returned*

back to the Revenue Authority immediately at contract term end or contract termination.

34. Would we have terminal access to your systems?
- o *The Revenue Authority will not provide terminal access to our systems by the awarded vendor.*
35. Have you used out of state agencies before?
- o *Yes, The Revenue Authority has used out of state agencies before.*
36. Will preference be given to in state agencies?
- o *The Revenue Authority encourages in state agencies to submit proposals to this RFP. This solicitation does not provide preference in the evaluation of the proposal for in state agencies.*
37. What information will you be providing to the agencies to collect this portfolio? (phone number, address, etc.)?
- o *The Revenue Authority will provide but not be limited to the following information to the agencies to collect the outstanding debts: address, license plates, names, phone numbers, etc.*
38. What is the average recovery liquidation percentage on accounts less than 180 days old?
- o *The average recovery percentage on accounts less than 180 days old are as follows:*

- *Parking Enforcement – 52%*
- *Automated Speed – 72%*
- *Red Light Camera – 81%*
- *False Alarm – data not available*

39. For all moving violations (automated speed, red light camera); will these accounts be reported to the National Drivers Register under the NHTSA in order to prompt in and out of state suspensions of driving privileges? If so, will the driver's effected be redirected to us by the county once notified by their respective states?

- The Revenue Authority only has the ability to flag and/or suspend In-State license plate registration.

40. If the account is placed with us for collection and the County immobilizes /impounds the vehicle and as a result the account is paid; will that payment be subject to collection contingency fees?

- *Yes, the Revenue Authority will pay a contingency fee on immobilized vehicles, such fee to be negotiated with the awardee.*

41. What is the current contingency fees paid on this work with your current Vendor for both accounts less than and greater than 180 days from the date of violation?

- *The Revenue Authority does not disclose payment information for prior or current service providers.*

42. With respect to the “team of various collection-agencies” the vendor will assemble, will the County entertain allowing vendors to propose secondary and tertiary contingency fees as well? For example, the prime vendor may choose to work accounts for a certain time period and then refer un-collected debts to another collection agency on *the team* for an additional round of collection or “secondary” effort. These debts would be harder to collect and warrant a separate and higher contingency fee rate.
- *The Revenue Authority will entertain allowing vendors to propose secondary and tertiary contingency fees for outstanding debts.*