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**REQUEST FOR PROPOSALS
NO. CP-016
CENTRALIZED COLLECTION SERVICES
ADDENDUM NO. 3
Questions and Responses**

ALL OFFERORS: This Addendum No. 3 contains questions and responses and is considered an ADDENDUM to, and part of, the referenced solicitation for Centralized Collection Services (the “RFP”). The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained with the RFP or formally issued as an addendum by the Issuing Office. **The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.**

The Questions and Answers are as follows:

Section 1.1 Summary Statement

Who is your current vendor (vendors) and has the current contract gone full term, have all the extensions been exercised, and how long has the incumbent(s) been providing collection services?

Answer – The Revenue Authority does not currently have a managed collections vendor.

To how many vendors does RAPGC plan on awarding a contract?

Answer – The Revenue Authority plan to award one (1) contract for managed collection services.

What is your current vendor(s) liquidation rate? ***N/A***

What is your current vendor(s) contingency rate? ***N/A***

What is the estimated or actual dollars paid last year, last month, and last quarter the incumbent(s) and for each of the years prior to this year? **N/A**

If the contract is awarded to a different vendor than currently contracted, will you be recalling the accounts previously listed to the current vendor and forward those to the new vendor? **N/A**

If yes, what is the overall volume of these accounts (number of accounts and total dollars) by debt type that you anticipate would be referred to collections?

Why is the contract out for bid at this time?

Answer - The Revenue Authority would like to hire a managing agent to develop and monitor collections activities for outstanding parking, traffic and false alarm violations.

Section 1.2 Background

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

Answer – The Revenue Authority does not have estimate for the number of accounts to be placed with the vendor by category.

Section 1.4- Proposal Closing Date

Would the RAPGC consider an extension of at least 2 weeks after the written responses to questions are provided? If questions can be received until June 17, there will be insufficient time to incorporate the information from the responses into our solution.

Answer – The Revenue Authority, due to unforeseen circumstances and to provide adequate time for respondents to submit valid and complete proposals, has extended the Proposal Closing Date for Request for Proposals NO. CP016 “Centralized Collection Services” until Friday, July 15, 2016 at 1:00pm EST.

Section 1.5 – Pre-Proposal Conference

Would RAPGC consider opening a conference line for attendees to participate through a toll free number?

Answer – Addendum #1

Section 2.1 – Responsibility

Please provide additional information regarding the evaluation process and points awarded for various components of the response to the RFP.

Answer – The Evaluation and Selection Committee for the RFP No.CP016 will evaluate and score each of the submitted proposals based on a. Background and Experience – max 50 pts, b. Compliance with Scope of Services – max 20 pts. and c. Technical Approach – max 30 pts. The total maximum base score will be 100 points.

Per section 5.3 – any proposal that has achieved the minority business participation requirement will be awarded 15% to their maximum base score for a total potential maximum evaluation score of 115 points.

Section 3.1 – Scope of Work

Regarding the managing collection agency - will manage and direct all members of the collection team. How many members of the collection team are currently in place or how many agencies do you envision?

Answer – The Revenue Authority currently does not have a collection team in place. The number of members that will be part of the collection team will be based on the recommendation by the managing collection agent.

Section 3.1, page 9 of this RFP states that ..."On a monthly basis, RAPGC will provide the vendor with a list of all delinquent items that are 181 days and older..."What is the average balance of accounts in each portfolio to be collected (i.e. Parking Enforcement, Automated Speed, Red Light Camera, False Alarm Unit)?

Answer – The Revenue Authority currently does not have that information available for distribution.

Section 3.1, page 9 states that. ..."accounts turned over to the vendor will be delinquent 181 days." What other collection efforts will have been attempted from the period of days 1-180 prior to all delinquent accounts being turned over to the successful vendor?

Answer – The Revenue Authority and other traffic enforcement assigned vendors use mail noticing collection efforts and motor vehicle registration flagging efforts for the period of 1 – 180 days.

Section 3.1, page 9 states that. ..."accounts turned over to vendor will be 181 days and older." Will all accounts turned over to the selected vendor be first placements, or will the vendor be performing collection efforts on a backlog of accounts where previous collection

attempts have been made by other vendors? If the vendor will be collecting on a backlog of accounts, can the RAPGC identify the approximate volume of this universe of accounts?

Answer – All accounts 181 days and older will be first placement.

You state that the winning vendor will serve as the “Managing Collection Agency” and will assemble a team of various collection agencies (hereinafter referred to as collection team). Are you requiring all vendors to provide specific information on such proposed “collection agencies” as part of the RFP response? Do all such proposed subcontractors have to be MBE certified by Prince George’s County?

Answer – The Authority does not require specific information on proposed collection agencies. The Authority does expect any subcontractor applying as an MBE be certified by Prince George’s County.

Are you anticipating the “Managing Collection Agency” administering other collection vendors as subcontractors to the “Managing Collection Agency.?”

Answer - Yes

Do you anticipate executing a contract only with the “Managing Collection Agency?”

Answer - Yes

Will all MBE or other collection vendors be chosen only by the “Managing Collection Agency” or do you anticipate the RAPGC choosing additional collection vendors?

Answer – The Collection team will be chosen by the Managing Collection Agency.

Section 3.3 Revenue Authority Responsibilities

Section 3.3(e), Revenue Authority Responsibilities, page 11 states...“the RAPGC shall be the sole recipient for all payments made to satisfy delinquent citation fines, penalties and fees...Will the RAPGC permit debtors to make payments online or by any other methods? If so, what other payment options will exist?

Answer - The Authority will permit debtors to make payments in person, by mail, by phone and online.

Per Section 3.3(e), will the RAPGC prohibit debtors from making any payments to the selected vendor for purposes of this project?

Answer – All payments should be made to RAPGC

Do vendors have to submit the name and credentials for its proposed "Account Manager?"

Answer – The Revenue Authority is requesting that each proposal list the name and credentials of the proposed account manager.

Section 3.4 – Reporting Requirements

RAPGC requires inventory listing weekly can this be an electronic submission?

Answer – Yes, the Authority will accept electronic submission of the weekly inventory listing

Section 5.1 – Selection Process

Selection Process states..."A contract will be awarded to the firm whose proposal best meets with RAPGC's requirements and whose pricing is in the best interest of RAPGC ..."
How much deference will the RAPGC give to pricing in their decision to award this contract?

Answer – The pricing element is just one of many factors in the awarding of this contract. The Authority will compensate the awarded vendor fairly based on the services offered.

Section 5.3 – Minority Business Participation Evaluation

The RFP states that 25% minority participation from a certified Prince George's County Office of Central Services' Supplier Development and Diversity Division (SDDD)

Will a national certification suffice or is the subcontractor required to register locally with SDDD?

Answer – The subcontractor will need to register with the County Office of Central Services (SDDD).

Minority Business Participation, page 15 states..."prime vendors must subcontract more than 25% of the proposal to a Certified Minority Business..." Does the selected vendor have discretion to determine any percentage over 25% to award to a Certified Minority Business?

Answer - Yes

You state that the “Bidder shall demonstrate MBE status...” Does this mean that the submitting bidder has to have “MBE” status as defined or does this requirement apply only to the proposed “Managing Collection Agency” MBE subcontractors?

Answer – if the primary “Managing Collection Agency” is applying as a MBE, then the primary must have proof of MBE status with the County Office of Central Services (SDDD).

If the submitting bidder has to have MBE status as required, does the exact MBE corporation submitting such bid have to be licensed, in the name of that specific corporation, to collect debt in all 50 states plus the District of Columbia?

Answer – The primary bidder has to be a certified MBE with the County Office of Central Services (SDDD). Yes, the name of that specific corporation should be licensed to collect debt in all 50 states plus the District of Columbia.

THIS RFP ACKNOWLEDGEMENT FOR ADDENDUM NO. 3 CONTAINS MATERIAL CHANGES AND MUST BE ACKNOWLEDGED, SIGNED AND RETURNED WITH ALL PROPOSALS. FAILURE TO ACKNOWLEDGE IN THIS MANNER MAY RENDER THE PROPOSAL NON-RESPONSIVE.

SIGNATURE

COMPANY

DATE