

November 25, 2013

**Request for Proposal
for
Collection Services
Dated November 4, 2013**

Questions and Answers

- Q1 How many agencies does BATA intend to select for this contract?
- A1 BATA intends to select one contractor for award. See RFP provision on page 12.
- Q2 Please expand on the reporting between BATA, DMV, and the collection vendor.
- A2 Violations that qualify for DMV hold will be sent to the DMV to collect on outstanding amounts due. Violations that do not qualify for DMV hold and have an outstanding balance greater than \$45 will be sent to the collection agency for collections. In addition, violations that the DMV has returned as uncollected will sent to the collection agency.
- Q3 Please provide the annual fees paid to the current vendor(s).
- A3 The fees paid for fiscal year of 2013 (7/1/2012 – 6/30/2013) was \$677,000.
- Q4 Please confirm the due date for this procurement is December 18, 2013.
- A4 The current due date is December 18, 2013. All proposers are responsible for checking the website for addenda to the bid documents.
- Q5 Why is the contract out to bid at this time?
- A5 The current collections contract is set to expire on June 30, 2014. The new contract will begin when the existing contract ends.
- Q6 Have all options extend the current contract been exercised?
- A6 Yes.
- Q7 What is the total number of accounts and total dollar value of accounts available for placement now by category, including any backlog?
- A7 There is no backlog. The number of accounts and dollar value of accounts is the estimated monthly violations and delinquent FasTrak® accounts being sent to collections. This information can be found in Section I.B. Project Description. All values provided are estimates and are not guaranteed amounts to be placed with collection.

- Q8 What is the average age of accounts at placement (at time of award and/or ongoing-forward basis) by category?
- A8 The estimated average age of accounts at placement is as follows:
Violations – 90 days from the date of the first violation notice
Delinquent FasTrak® Account – 60 days from the date account is closed
- Q9 What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
- A9 See response to Question# 3.
- Q10 What has been the historical rate of return or liquidation rate provided by any incumbent(s) and/or what is anticipated or expected as a result of this procurement?
- A10 The historical rate of return is:
Violations is 6.1%
Delinquent FasTrak® Accounts: 9.8%
- There are no set expectations for the procurement.
- Q11 Based on Item B. Project Description under I. BATA and Project Description on page 1 of the RFP, it appears that BATA will already have retrieved the information for each license tag owner as part of its initial effort to invoice **prior** to any account being placed for collection. Please confirm that the contact information retrieved for each license tag owner would be provided to the winning Contractor for collection services as part of the account placement. Subsequently, please confirm that this would thus negate the necessity and requirement for the winning Contractor to have DMV access capabilities.
- A11 Contact information is provided as part of the account placement. However, the selected Contractor will be required to have an active agreement with California DMV.
- Q12 For Section F – Profile, Qualifications, and References, Question 2, Proposer and Subcontractor Qualifications, Item H, proposers are asked if legal services are to be used, and if so to expand upon the nature of those services. However, under Section G – Cost Proposal, proposers are not asked to provide rates for these services. Will BATA please confirm if legal services are desired (and should be priced) as part of the Scope of Work for this contract? If so, should proposers provide a quote for these services in Section G – Cost Proposal?
- A12 If proposers plan to include legal services, a separate quote for these services should be provided in Section G – Cost Proposal.

- Q13 For Section L – Financial Responsibility, in addition to providing hard copies of our financial statements in a separate sealed envelope, should proposers also include electronic copies of these statements as part of the electronic PDF version of the rest of the proposal? Or does it suffice and meet the requirement to provide just the hard copies in a separate sealed envelope as initially described?
- A13 A hard copy of the financial statements is sufficient.
- Q14 On page 17 of the RFP, Item #11, are vendors permitted to charge a nominal convenience fee for payments over the phone?
- A14 No. Any additional charges will require the approval of BATA and GGBHTD.
- Q15 Should vendors complete and submit with their proposal Attachments “B” (page 37), “C” (page 38), “D” (page 39), and/or “F” (page 44) or are they simply part of the draft contract which has been included for review?
- A15 These attachments are part of the draft contract and do not need to be submitted at the time of submittal.
- Q16 How many of the violations did not meet the DMV hold requirements?
- A16 This information is not available.
- Q17 How old are the violations sent to collections?
- A17 See response to Question # 8.
- Q18 Are you allowing patrons to make partial payments or collection agency to negotiate payments?
- A18 Collection agency will be allowed to negotiate with patrons for payments including how much to pay, partial payments, and monthly/periodic payments.
- Q19 How much money was collected through FTB?
- A19 In fiscal year 2013, \$1.19M was collected through the Franchise Tax Board.
- Q20 Do you require separate collection reports or information for vehicles that were from outside of California?
- A20 Yes. BATA and GGBHTD requires various reports on payments collected including information on collections from individual states. The state information along with license plate will be provided as part of the account information sent for collections.
- Q21 How much of collections are from vehicles that are from out of state?

- A21 This information is currently unavailable.
- Q22 RFP references legal collection, but that cost more. Can we charge a separate amount for legal collection?
- A22 Yes.
- Q23 What information will be sent to for collections?
- A23 At minimum, violations will include the toll bridge facility, lane, transaction date and time of violation occurrence, tolls outstanding, fees and penalties outstanding, violation citation number, license plate, name, last known address, if notices were returned as nixie.
- Delinquent accounts will include name, last known address, account number, and account balance outstanding.
- Q24 There is no attached ICD document in Appendix B.
- A24 The ICD is part of the Regional Customer Service Center System. BATA will determine if the ICD can be part of the RFP or be provided to the selected Contractor only.
- Q25 What is the cutoff date for exceptions?
- A25 Refer to RFP, Page 4, Selection Timetable, Closing time/date for receipt of requests for modifications/exceptions.
- Q26 If the account has no name or address information, will you supply the license plate?
- A26 As part of the toll violation process, registered owner and address information for vehicles associated with the toll violation is retrieved from the appropriate state DMV agency. Violations with no registered owner or address information will not be sent to collections.
- For delinquent FasTrak accounts, a name and last known address will always be provided to the collection agency.
- Q27 What is the commission rate for the current contract?
- A27 Violation and Delinquent Accounts: 30%; Legal: 40%.
- Q28 When does collection agency get paid?
- A28 Refer to RFP Section VII.G Cost Proposal and Attachment C, Compensation and Method of Payment in Appendix D, BATA's Standard Professional Services Agreement.
- Q29 Are BATA and GGBHT invoiced separately?

- A29 Yes. BATA and GGBHTD are two separate agencies. Collection receipts and invoices are required to be separate.
- Q30 With regard to the violation count on page 2, A and B, do you know how many unique debtors, or even unique vehicles, there are in those numbers? I assume that there are many individuals with multiple accounts.
- A30 This information is unavailable. Individuals may have multiple violations.
- Q31 On page 17, number 11, would a transaction fee for a credit card payment be considered an additional charge, and as a result forbidden?
- A31 Yes. Additional charges may not be assessed without approval from BATA and GGBHTD.