

**December 12, 2013**

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

**Questions and Answers**

- Q1 What is the current commission that BATA is paying the FTB for collecting the debt?  
A1 Proposers should check the California Franchise Tax Board Intercept Program website for information on the program. In the current agreement, the collection agency submits the accounts to FTB on behalf of BATA and GGBHTD.
- Q2 When is the incumbent sending the accounts to the FTB for Collections? What is the current time frame the incumbent is working on the accounts prior to sending to the FTB?  
A2 See response to Question #1.
- Q3 What is the current amount collected by the FTB versus the incumbent?  
A3 The percentage collected for the past four years:  
Collection Agency directly: 66%  
California FTB: 34%
- Q4 What is the current average balance per debt and what are the current violations per debtor?  
A4 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.
- Q5 Under RFP, VII. Form of Proposal, Section F, Profile, Qualifications, and References, Item #2(d), the Proposer is asked to describe the firm's experience in working with the California DMV and provide proof of an active agreement with the California DMV. If the firm does not have experience working with the California DMV and/or does not have an active agreement with the California DMV, will those firms be removed from consideration? Are these preferred requirements or mandatory requirements?  
A5 The firm will be considered; however, if the firm is awarded the contract, the firm and/or its subcontractors, will be required to have an active agreement with the DMV prior to implementation.
- Q6 There is no attached ICD document in Appendix B.  
A6 The ICD will only be provided to the selected contractor.