



CITY OF ATLANTA

Kasim Reed
Mayor

SUITE 1900
55 TRINITY AVENUE, SW
ATLANTA, GA 30303
(404) 330-6204 Fax: (404) 658-7705
Internet Home Page: www.atlantaga.gov

DEPARTMENT OF PROCUREMENT
Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP,
CIPC, CISCC, CIGPM, CPPC
Chief Procurement Officer
asmith@atlantaga.gov

August 10, 2016

Dear Potential Proponents:

Re: FC-8827, Financial Revenue Collection Services

Attached is one (1) copy of **Addendum Number 5**, which is hereby made a part of the above-referenced project.

For additional information, please contact Ms. Kyra Dixon, Contracting Officer, at (404) 865-8756 or by email at kddixon@atlantaga.gov.

Sincerely,

A handwritten signature in blue ink that reads "Adam L. Smith" with a date "10/22" written in the upper right corner of the signature.

Adam L. Smith

ALS/kdd

ADDENDUM NO. 5

This Addendum No.5 forms a part of the Request for Proposals and modifies the original solicitation package and any prior addenda as noted below and is issued to incorporate the following:

- **Proposal Due Date:** The deadline to submit proposals has been extended to **Wednesday, August 17, 2016, at 2:00 P.M. EDT;**
- **A total of 175 Questions and Answers;**
- **Revised Exhibit A.1; Cost Proposal Form (Revised per Addendum No. 5). Exhibit A.1- Cost Proposal of the Solicitation document is hereby removed and replaced with Exhibit A.1- Cost Proposal (Revised per Addendum No. 5);**
- **Revised Part 4: Required Submittal-(FORM 3)-Proponent Financial Disclosure (page 4 of 5) (Revised per Addendum No.4)**
Required Submittal-(Form 3)- Proponent Financial Disclosure (page 4 of 5) of the Solicitation document is hereby removed and replaced with Revised Part 4- Required Submittal-(Form 3)-Proponent Financial Disclosure (page 4 of 5).

Contract Term: Please be advised that the anticipated contract term has been modified and will be for an initial period of two years with two one-year renewals; all references made to the term within the original solicitation document shall be disregarded per this Addendum No. 5.

Oral Interviews: The City shall reserve the right to host optional Oral Interviews. Oral Interview dates have been changed to **August 29-30, 2016**, at the City's sole discretion, if needed. Please note, that oral answers to questions during any scheduled oral interviews are not authoritative.

The Proposal due date HAS been modified. Proposals are due on Wednesday, August 17, 2016, and should be time stamped in no later than 2:00 P.M. EDT and delivered to the address listed below:

Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP,
CIPC, CISCC, CIGPM, CPPC
Chief Procurement Officer
Department of Procurement
55 Trinity Avenue, S. W.
City Hall South, Suite 1900
Atlanta, Georgia 30303

****All other pertinent information is to remain unchanged****

Acknowledgment of Addendum No. 5

Proponents must sign below and return this form with Proposal response to the Department of Procurement.

Proponents must sign below and return this form with Proposal to the Department of Procurement, 55 Trinity Avenue, City Hall South, Suite 1900, Atlanta, Georgia 30303 as acknowledgment of receipt of this Addendum.

This is to acknowledge receipt of **FC-8827, Financial Revenue Collection Services, Addendum No. 5** on this the _____ day of _____, 20__.

Legal Company Name of Proponent

Signature of Authorized Representative

Printed Name

Title

Date

FC-8827 Questions and Answers
Addendum No. 4
August 10, 2016

1. **What is the date by which you will answer these questions?** Answer: August 10, 2016.

2. **Can you please provide greater details on how proposals will be evaluated?** Answer: Proposals will be evaluated in accordance with submittal requirements and the evaluation criteria as listed in *Part 3: Evaluation of Proposals* within the RFP Solicitation document. An Evaluation Committee, consisting of City representatives, will review the RFP submittals in accordance with the submittal requirements and the evaluation criteria set forth below. In addition to the criteria that will be evaluated and scored; please make note of the above-referenced items that will be evaluated but not scored. All evaluation factors outlined in this RFP are important and can have an impact on the overall recommendation for an award. An award shall be made to the most responsible and responsive offeror whose proposal is determined in writing to be the most advantageous to the City, taking into consideration the evaluation factors set forth in the this RFP. Should a Proponent not submit any portions of an Required Submittal, they will be deemed non-responsive.

and, how the selected vendor(s) will be chosen? Answer: Vendors will be selected based upon evaluation of the Proposals, and following oral interviews/presentations (if applicable), negotiations may be undertaken with the Proponent(s) determined by the City to be the most responsive and responsible of the short-listed Proponents. The City reserves the option to award multiple Agreements. The purpose of the negotiations will be to arrive at final Agreements concerning the business terms of the transaction. Please refer to *Part 1: Information and Instructions to Proponents* (Section 21).

3. **On page 6, a site visit appears to be non-applicable and the date occurs in the past (2013). Is there a plan to hold a site visit for this cycle?** Answer: No. The Site Visit section within the Solicitation document is labeled as Not Applicable (N/A). Please refer to *Part 1: Information and Instructions to Proponents* (Section 8).

4. **Section 10.1 requires a Proposal Guarantee in the amount of 5% of the contact. Can you please give an estimate for 5% of this contract?** Answer: Subsection 10.1 within the Solicitation document is labeled as Not Applicable (N/A). Please refer to *Part 1: Information and Instructions to Proponents* (Section 10.1).

5. **Section 5.4 Suspension of Services- Can you give us a few examples of why the contract would be suspended without cause?** Answer: Please review *Part 5- Draft Professional Services Agreement Section 5.4 Suspension of Services* as listed in the Solicitation document. *City may, by written notice to Service Provider, suspend at any time the performance of any or all of the Services to be performed under this Agreement. Upon receipt of a suspension notice, Service Provider must, unless the notice requires otherwise, (a) immediately discontinue suspended Services on the date and to the extent specified in the notice; (b) place no further orders or subcontracts for materials, services or facilities with respect to suspended Services, other than to the extent required in the notice; and (c) take any other reasonable steps to minimize costs associated with the suspension.* Please be advised that historical examples regarding specific contract examples within the City of Atlanta will not be provided at this time.
6. **Part 2, Contents of Proposals and Required Submittals, No.8: Does the COA require that the Cost Proposal (Exhibit A.1) be sealed separately and not included in the binders with Volumes 1 and 2?** Answer: The Cost Proposal should be distinctly sealed separately.
7. **Is it possible to get the RFP, including forms that need to be completed, in a Word document?** Answer: No.
8. **Please confirm that no proposal guarantee/bid bond is required for this RFP.** Answer: Please be advised that neither a proposal guarantee nor a bid bond is required for this RFP.
9. **Regarding Exhibit D – City Security Policies: Is the bidder required to sign and include page 7 in the RFP response?** Answer: Yes.
10. **Section 3.2.3 states, “Each question should be restated at the top of a new page with the answer immediately following.” Does that mean each question needs to be in its own page?** Answer: Yes. As listed in the Solicitation document within *Part 2; Contents of Proposals/Required Submittal- Section 3.2.3*, each question should be restated at the top of a new page with the answer immediately following.
- If yes, does this pertain to other sections of the RFP as well?** Answer: No. Each section has specific directions in which the proponent should review prior to submission of responses.
11. **Are there performance bonds required for this bid? In certain areas the bid states they are not applicable but in other areas we are asked to pre-qualify for bonds. Please advise.** Answer: Please be advised that a Performance Bond is not required for this RFP.
12. **Proposal Submission requires 1 stamped original and 10 copies, contained in a binder with table of contents and separate sections. Do all 10 copies need to be in binders and allocated as such or just the original copy of the Informational Proposal?** Answer: Yes. All 10 copies are required to be in binder, please refer to *Part; Contents of Proposals/ Required Submittals; Section 5.* of the Solicitation document.

13. **Part 1: Information and Instructions to Proponent. Section 10 – Proposal Guarantee, This header says “Not Applicable” but the Proposal Guarantee information is described in 10.1. Please confirm that no proposal guarantee is required in response to this RFP.** Answer: Please be advised that neither a proposal guarantee is not required for this RFP.
14. **Form 8 requires a Bond based on 5% of the PRINCIPAL'S Proposal. Given that this is a contract where fees are contingency based on the amount collected. What methodology will be used to calculate the Bond amount?** Answer: Please be advised that a proposal bond is not required for this RFP.
15. **How many agencies are you looking to select with this procurement?** Answer: The City reserves the option to award multiple Agreements. Please review *Part 1: Information and Instructions to Proponents (Section 21)* of the RFP Solicitation document.
16. **Required Submittal Form 3, Proponent Financial Disclosure, Part B.2 requests information for assets and liabilities for the three (3) most recent years and lists 2011, 2012, and 2013. Is this correct?** Answer: Proponent Financial Disclosure Form Part B.2 Requires your Financial statement information for Fiscal Years 2013, 2014, and 2015. Please be advised that Required Submittal-(FORM 3)-Proponent Financial Disclosure (page 4 of 5) has been Revised per this Addendum No.5 and attached as Revised Part 4: Required Submittal-(FORM 3)-Proponent Financial Disclosure (page 4 of 5).
17. **Will the City accept a copy of the blanket additional insured endorsement and a certificate of insurance rather than a specific additional insured endorsement?** Answer: The City of Atlanta will accept the blanket additional insured endorsements if they are the equivalent of what the City of Atlanta requires as stated in the Appendix B.
18. **It is my understanding that only COA certified SBEs are allowed to bid on the project at the prime level? Answer: No. All interested proponents are welcomed to submit a proposal on this solicitation. Is that correct? Answer: No. And so non-certified firms are only allowed to participate as a subcontractor? Answer: Again, all interested proponents will be allowed to submit a proposal on this solicitation.**
19. **I'm looking to clarify whether or not the City intends to contract only with SBE vendors for Financial Revenue Collection Services.** Answer: No. However, all prime proponents must subcontract a minimum of 35% of the project to certified Small Business Enterprises (SBE). SBE subcontractors must be certified as such by the City of Atlanta's Office of Contract Compliance.
20. **Appendix A states: “The above referenced contracting opportunity has been designated for competition by and between City of Atlanta Certified Small Business Enterprises (SBEs) only.” And then later states: “...there will be no mandatory subcontractor participation goals included in this solicitation.” This seems to indicate that a non-SBE vendor is ineligible for this contract even though there is no subcontracting requirement.** Answer: The City of Atlanta issued addendum No. 1 on June 7, 2016 that revised the SBO guidelines located in Appendix A. All firms included on the plan holders list received a copy of the addendum. Additionally the Addendum is posted on the City of Atlanta- Department of Procurement website: <http://procurement.atlantaga.gov/>.

21. **Would you please confirm if the City will accept proposals from non-SBE (large) collection vendors?** Answer: Yes. Any interested proponent may submit a proposal for this solicitation. However, they must subcontract 35% of the entire project to certified SBE subcontractors/sub-consultants.
22. **What are the City's EBO goals?** Answer: 35% SBE Subcontracting.
23. **Is subcontracting to small or minority businesses mandatory?** Answer: Yes. Subcontracting with certified SBEs is required.
24. **It states in the letter dated May 10th, 2016, in the proposal packet that this "contracting opportunity has been designated for completion by and between City of Atlanta Certified Small Business Enterprises (SBEs) only." Is this just for companies that can or are qualified as SBE's or do the companies have to also be Minority or Female owned?** Answer: The City of Atlanta issued Addendum No.1 on June 7,2016 that revised the SBO guidelines located in Appendix A. All firms included on the plan holders list received a copy of the addendum.
25. **To confirm, any small business that is not yet certified has the opportunity to submit an application to the appropriate channels prior to bid opening?** Answer: Yes. A firm seeking certification as an SBE may submit an application prior to the proposal due date. If interested applicants submit a SBE certification application prior to the proposal due date, they will be allowed to participate on this project as a SBE subcontractor (once certified by the Office of Contract Compliance).
26. **Please define the term "subcontractor." Does this term only include possible agencies to which collection efforts will be outsourced? Or rather periphery collection services – i.e. letter vendors, shredding vendors, skip-tracing vendors?** Answer: In the context of this solicitation, the term subcontractor refers primarily to certified Small Business Enterprises (SBE) who will participate on the project as a lower tier contractor reporting as such to the prime contractor. These certified SBE subcontractors will self-perform a minimum of 35% of the entire project.
27. **Will companies who are minority owned receive preference?** Answer: This solicitation requires 35% SBE subcontractor participation.
28. **Will the City require the successful vendor to open a local office?** Answer: No.
29. **Will all selected agencies be SBE's?** Answer: Any interested proponent may submit a proposal for this solicitation. However, they must subcontract 35% of the entire project to certified SBE subcontractors/sub-consultants.

30. **What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?** Answer: Data not available.

31. **Please describe your level of satisfaction with your current vendor(s), if applicable.** Answer: Question not applicable to scope of services requested in the RFP.

32. **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?**

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume/and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer: Liquidation rate varies for each department and ranges from 8%-10% for Sewer and water accounts, 2.84%-3.55% for Aviation, Finance False Alarm accounts: 14.98%. *This information is Not Applicable for Municipal Courts.*

33. **If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?** Answer: It could be a combination of some files being written off or placed depending on how long the account has already been with the incumbent.

34. **Page three of the RFP specifies certain delinquent accounts receivables the City will solicit collections from a qualified vendor. Can the City identify what “special assessments and all other governmental and enterprise fund account receivables” will be included in the portfolio for collection?** Answer: Included in this portfolio for collections will be water and sewer accounts, Municipal Court (which will include expired probation and failure to abide cases), Department of Aviation, and Department of Finance False Alarm Accounts.

35. **What is the approximate dollar value of each portfolio type to be collected?**

Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Water and Sewer accounts approximately \$20 million;

Municipal Court approximately \$3.6 Million;

Aviation approximately \$612,016.00; and

Finance False Alarm Accounts are not available at this time.

36. What is the approximate size of each portfolio type to be collected?

Answer:

10,000 accounts for Water and Sewer;

8,000 accounts for Municipal Court;

309 accounts for Aviation; and

Finance (False Alarm) Accounts are not available at this time.

37. What is the average balance of each portfolio account type to be collected?

Answer:

\$2,221.91 for Water and sewer accounts;

\$500.00 for Municipal Courts;

\$2,093.29 for Aviation; and

\$ 174.00 Finance False Alarm Accounts.

38. What is the average age of each portfolio account type to be collected?

Answer:

Up to 1 year for Water and sewer accounts;

up to 4 years for Municipal Courts;

up to 1 year for Aviation accounts; and

information regarding the age of portfolios for Finance False Alarm Accounts are not available at this time.

39. Who is the current vendor for the City? Answer: Prime Contractors for the City are Penn Credit , and Gila LLC. d/b/a Municipal Services Bureau (MSB).

40. What is the current contingency fee percentage charged by the current vendor? Answer: 20%.

41. What subcontractors are currently being used by the current vendor? Answer: Fidelis (SBE) is the subcontractor for Penn Credit, and American Recovery Solution Services (ARSS) is the subcontractor for Gila LLC. d/b/a Municipal Services Bureau (MSB).

42. How long has the current vendor performed collections for the City? Answer: 4 years.

43. What is the current vendor's collection rate of each portfolio type? If there is no current vendor, what is the City's current collection rate? Answer: Not applicable.

44. What percentage of each portfolio type will be first placements? Answer: 100%.

45. What percentage of each portfolio type will be second placements? Answer: 0%.

46. **How old will each portfolio of accounts be prior to turning over to the successful vendor for collections?** Answer: Typically, less than 1- 4 years.
47. **Will the successful vendor be expected to engage in litigation of any of the portfolios to be collected?** Answer: No.
48. **What collection or enforcement tools will the City permit the successful vendor to employ?** Answer: To be approved upon selection, strict adherence to FDCPA and local state regulations.
49. **What payment methods will the City permit debtors to use to resolve delinquent accounts?** Answer: All payments must be directed to City lockbox address or paid in person to department. No funds are collected directly by the agency.
50. **Will the City permit the successful vendor to enter into payment agreements with debtors?** Answer: Some departments will permit vendors to enter into payment agreements with debtors while other departments are willing to negotiate payment agreements.
51. **Can the City provide the percentage of accounts that have been recalled during the last 4 years (2015, 2014, 2013) from the current vendor performing collections for the Department and the reasons therefore?** Answer: There is no significant number of accounts recalled for meaningful analysis. Typically, the only time an account is recalled is when it's in dispute or litigation with the City's Law Department.
52. **Will any of the accounts turned over to the successful vendor be the subject or the result of any pending or past litigation?** Answer: No.
53. **If any of the accounts turned over to the successful vendor for collections are the subject of past or pending litigation, will the vendor have access to all pleadings and/or notes made in connection with the subject litigation?** Answer: Not applicable.

54. Please provide the number and dollar amounts of accounts placed with each of your current vendors, together with the amounts collected by each vendor over the last three (3) years.

(The figures provide below fluctuate year to year. The information provided below is not intended to be used to represent the exact volume/and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer:

Water and Sewer Accounts:

Number of Accounts Placed -34,166;

Dollar Value – \$45,183,419.70.;

Amount Collected – \$1,540,240.45; and

Number of Accounts – 4,466.

Answer:

Department of Aviation accounts:

Number of Accounts Placed -575;

Dollar Value – \$1,203,643.44; and

Amount Collected – \$ 42,778.12.

Answer:

Department of Finance-False Alarm Accounts:

Number of Accounts Placed (3/1/2014-Present)-41,386;

Dollar Value- \$7,206,000; and

Amount Collected -\$1,030,356.07.

*Information is not available for
Municipal Courts of Atlanta.*

55. How often will new accounts be placed with the successful vendor?

Answer:

Watershed Management will collect monthly;

Municipal Courts will collect monthly;

Aviation will collect Bi-monthly; and

Department of Finance False Alarm Accounts will collect monthly.

56. How is the current data on the accounts to be collected maintained and stored? Answer: Within our current CIS billing system enQuesta.

57. **What software system is currently being used by the City?** Answer: enQuesta.
58. **Why is the contract out to bid at this time? Specifically what goals is the City trying to achieve with this procurement?** Answer: The City seeks to award a contract to a qualified firm due to the absence of a current contract for services.
59. **When is the anticipated contract start date?** Answer: The effective date shall be determined after the Clerk has fully sealed an active contract for services to be rendered.
60. **Can you please give a description of all the different types of debt included for this procurement?** Answer: Water & Sewer, Aviation, Municipal Courts, and Finance False Alarm Accounts.
61. **Has the current contract gone full term? Have all options to extend been exercised with the current vendors?** Answer: Yes.
62. **Who are the incumbents, and how long have the incumbents been providing the requested services?** Answer: Penn Credit, 4 years, and Municipal Services Bureau (MSB) 4 years.
63. **How many agencies are you looking to select with this procurement?** Answer: The City reserves the sole discretion to make a determination regarding multiple awards. Please refer to Part 1: Information and Instructions to Proponents (Section 21. Multiple Awards) as stated: *“Upon evaluation of the Proposals, and following oral interviews/presentations (if applicable), negotiations may be undertaken with the Proponent(s) determined by the City to be the most responsive and responsible of the short-listed Proponents. The City reserves the option to award multiple Agreements. The purpose of the negotiations will be to arrive at final Agreements concerning the business terms of the transaction. In the event that negotiations with the most qualified Proponents fail to reach final agreement, such negotiations will be terminated. The City will then enter into negotiations with the next most qualified Proponent. This process will continue until final agreements, if possible, are realized”.*
64. **Will all selected agencies be SBE’s?** Answer: The City reserves the sole discretion to make a determination regarding multiple awards. Please refer to Part 1: Information and Instructions to Proponents (Section 21. Multiple Awards) as stated: *“Upon evaluation of the Proposals, and following oral interviews/presentations (if applicable), negotiations may be undertaken with the Proponent(s) determined by the City to be the most responsive and responsible of the short-listed Proponents. The City reserves the option to award multiple Agreements. The purpose of the negotiations will be to arrive at final Agreements concerning the business terms of the transaction. In the event that negotiations with the most qualified Proponents fail to reach final agreement, such negotiations will be terminated. The City will then enter into negotiations with the next most qualified Proponent. This process will continue until final agreements, if possible, are realized”.*
65. **Have all options to extend the current contract been exercised?** Answer: Yes.

66. **To what extent are these accounts owed by private consumers versus commercial businesses?**

Answer: Majority will be private consumers.

67. **What is the total dollar value of accounts available for placement now by category, including any backlog?**

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume/and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer: (Please see the information listed below)

Can you please provide the anticipated account volume broken down by the following categories?

- Water and Wastewater Charges
- Business Occupational Taxes
- Solid Waste Charges
- Parks and Recreation Fees, Aviation Fees
- Special Assessments
- Municipal Court Fines
- All other governmental and enterprise fund account receivables.

Answer:

\$22 Million Water and Sewer;

Approximately \$3.6 million Municipal Courts;

Approximately \$60,000: Department of Aviation; and

Information is not available for Finance (False Alarm) Citations.

68. What is the grand total number of accounts available for placement now for all categories, including any backlog? What is the average balance of account type by category?

- Water and Wastewater Charges
- Business Occupational Taxes
- Solid Waste Charges
- Parks and Recreation Fees, Aviation Fees
- Special Assessments
- Municipal Court Fines
- All other governmental and enterprise fund account receivables.

Answer:

Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

10,000 Accounts water and sewer;

8,000 Accounts Municipal Court;

69 Accounts Department of Aviation; and

Information is not available for Finance (False Alarm) Citations.

69. What current contingency fees or other fees are currently being billed by any incumbent(s), by category? Answer: 20%.

70. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? Answer: Up to 1 year old.

71. What estimated or actual dollars were paid to agencies every year for the last contact?

Answer:

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Watershed Management: \$307,851.15 year to date;

Aviation: \$8,55.63 Life to Date (\$4,279.48 in calendar year 2015);

Municipal Courts: N/A; and

Department of Finance False Alarm Accounts (since 2014): \$215,938.

72. What is the city attempting to access by requiring a SAS70 Type II or SSAE16 audits?

Answer: Risks and ensuring the proper controls are in place to manage financial data.

73. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? If accounts will not be placed monthly, can you please indicate the interval of placement and the number of accounts anticipated per placement?

Answer:

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

300-500, but number is based on total number of accounts closed during the previous month(s) that has a direct relationship with account being placed.

74. What has been the historical rate of return or liquidation rate by year provided by any incumbent(s) for the following categories?

- **Water and Wastewater Charges**
- **Business Occupational Taxes**
- **Solid Waste Charges**
- **Parks and Recreation Fees, Aviation Fees**
- **Special Assessments**
- **Municipal Court Fines**
- **All other governmental and enterprise fund account receivables.**

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer:

Aviation- 4%;

Department of Finance False Alarm Accounts: 14.98%;

Water and Sewer Accounts: N/A; and

Municipal Courts: Information is not available.

75. What is the anticipated or expected rate of return for each category of collections placed as a result of this procurement?

Answer:

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Watershed Management: Answer: 8-10%;

Department of Aviation: 10-15%;

Municipal Courts: 8-10%; and

Finance (False Alarm) Accounts are not available.

76. If applicable, will accounts held by any incumbent(s) or any/all backlog be moved to any new vendor(s) as a one-time placement at contract start up? Answer: None.

77. To what extent will the location of the bidder's call center and/or corporate headquarters have a bearing on any award(s)? Answer: SBE's must be local.
78. Regarding page 81 & 83 – Usage Rules regarding access to Atlanta's Software / IT Systems-Does the city of Atlanta intend to provide access to vendor(s) awarded a contract as a result of this RFP? Given the various types of accounts that the City intends to place as a result of this procurement, it would likely reduce the administrative burden to City of Atlanta staff if the vendor has a 'Look-up Only' access to verify account balances and other record details. Such access would greatly enhance the collection process, as vendor staff would be able to answer debtor question in real-time while on a live call with a debtor. Answer: No.
79. Does the City of Atlanta add any late fees or other penalties to a principle balance at any stage of delinquency prior to placement for collection? Answer: No.
80. Does the City of Atlanta intend for any collections fees to be added to each account? Answer: No.
81. If the City of Atlanta does intend for any collections fees to be added to each account; will the City of Atlanta add the collection fees to each account before they are placed with an agency or after they are placed with an agency? Answer: Not applicable.
82. Does the City of Atlanta intend to charge interest to account balances that are delinquent and placed for collections? Answer: No.
83. Please provide the formula or methodology that the City of Atlanta intends to use for calculating performance? For example, gross collections as a % of gross placements, or are adjustments and recalls taken out of the calculation base?

a. EXAMPLE:	Num. of accounts.	Dollars
b. Gross Placements	78,125	\$10,000,000
c. Recalls	500	\$64,000
d. Adjustments	125	\$16,000
e. Adjusted Gross Collection Dollars Placed		\$9,920,000
f. Recovered Dollars		\$2,083,200
g. Recovery Rate		21%

Answer: Recovery Rate.

84. **What level of internal efforts and collection attempts is conducted by the City of Atlanta before accounts are placed out for collections? Can you please describe what those attempts include? (i.e. how many calls, how many letters or invoices, etc.).** Answer: Once the accounts receive a final bill in the process of the accounts being closed, 30 days after the final bill the accounts are placed with an agency.
85. **How long will the winning collection agency (bidder) be able to keep accounts to work once they are placed?** Answer: Proponents should have the opportunity to keep accounts during the entire contract period; however, proponents should review *Part 5: Draft Professional Services Agreement- Section 5 . Services and Section 18. Termination of the Solicitation document.*
86. **Does the City of Atlanta report these accounts to the credit bureaus internally or you expecting the collection agency to list with the credit bureaus?** Answer: Collection agency reports accounts to the credit bureau.
87. **In the event an agency has been actively working an account and a debtor who has been contacted by a collection agency pays the City of Atlanta directly for any reason (what we call a direct pay); how does the City of Atlanta intend to report those payments to the agency and pay the agreed upon fee?** Answer: The collection agency receives a file daily that contains payments that posted the previous day.
88. **Section 3.2.4.4 states to provide “A copy of each current certification, accreditation, license and permit cited above, if any.” Would this include things such as state collection licenses? This would add many pages to each response if so (50+ pages). Could we provide a chart detailing our licensing in order to keep the volume of pages to a minimum in our response?** Answer: Proponents should refer to Part 2; Contents of Proposals/ Required Submittals, Section 3.2.4.4 which states that proponents must indicate and provide copies of each current certification, accreditation, license, and permit.
89. **Regarding Section 18.5, has the City ever terminated this contract in the past for Lack of Appropriations?** Answer: Information is not available.
90. **Regarding Exhibit A, Section 3.1 “The City reserves the right to assign varying dollar amounts to each collection agency based on collections and general performance.” How has the City divided placements in the last contract and what was it based upon?** Answer: Watershed Management historically only had 1 agency performing collections at a time (should Watershed explore that option it would be based on the agency who performed at a higher liquidation rate). Aviation only had one agency performing collections. Municipal Court has not solicited the services of a collection agency at this time. Department of Finance False Alarm Accounts has only one agency providing collection services.

91. **Exhibit A, number 18. “Maintain 300% daily penetration rates against all new placements and a minimum of 100% daily rates on accounts placed after 90 days.” What is the City’s definition of “daily penetration rate”? Can you please explain how 300% daily penetration is obtained?**
Answer: This means when a file is “initially” placed with the agency there should be a minimum of three daily attempts on each account for the first 90 days.

92. **Part 2, Contents of Proposals and Required Submittals: Required information is requested to be supplied in ‘tabular format’ could you please confirm that ‘tabular format’ and bulleted format are synonymous with each other?** Answer: A Tabular Format requires that the information requested be represented in rows or columns as opposed to paragraphs. Please be advised that a bulleted format will suffice within the context of a tabular format.

93. **Part 2, Contents of Proposals and Required Submittals: 3.2.4.5, No. 9: In regards to SAS 70- Type II requirements: Would third-party audited financials in addition to an audit that meets and/or exceeds the defined controls of the SAS 70- Type II be considered? For example, a TECH LOCK certified audit that validates against PCI DSS, HIPAA/HITECH, GLBA, IRS 1075, ISO 27002, Red Flag Rules, Massachusetts 201 CMR 17.00, Nevada NRS 603a, and Minnesota’s Plastic Security Card Act requirements would meet and in many cases exceed the defined controls of the SAS 70- Type II.** Answer: Card Act requirements would meet and in many cases exceed the defined controls of the SAS 70- Type II.

94. **In the past 24 months, what has been the placement dollar amount and number of accounts placed with the collection agencies?**

Please be advised that these numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer:

Water & Sewer Accounts:

No of Accts placed -34,166,

Dollar value – \$45,183,419.70.

Aviation Accounts:

No of Accts placed -575;

Dollar value – \$1,203,643.44.

Department of Finance-False Alarm Accounts:

Number of Accounts Placed (3/1/2014-Present)-41,386;

Dollar Value- \$7,206,000; and

Municipal Courts- Information is not available.

95. **Will incumbent agency placements be reassigned to the agencies selected under the new contract?**
Answer: No. Accounts will not be reassigned if they have already been assigned to another company.

96. **Will there be any backlog accounts placed at the beginning of this contract and, if so, what will be total dollar amount and number of accounts placed be?** Answer: That analysis is not currently available.

97. **What do you project the forward flow of placements to be over the first year of the contract?**

Answer:

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Water and sewer accounts: Approx. 300-500 placements per month;

Aviation: 20-50 Accounts Bi-Monthly;

Municipal Courts: Approximately 100-300 placements per month; and

Finance False Alarm Accounts placements are not available at this time.

98. **How many agencies are you intending on awarding for this procurement?** Answer: The City reserves the sole discretion to make a determination regarding multiple awards. Please refer to Part 1: Information and Instructions to Proponents (Section 21. Multiple Awards) as stated: *“Upon evaluation of the Proposals, and following oral interviews/presentations (if applicable), negotiations may be undertaken with the Proponent(s) determined by the City to be the most responsive and responsible of the short-listed Proponents. The City reserves the option to award multiple Agreements. The purpose of the negotiations will be to arrive at final Agreements concerning the business terms of the transaction. In the event that negotiations with the most qualified Proponents fail to reach final agreement, such negotiations will be terminated. The City will then enter into negotiations with the next most qualified Proponent. This process will continue until final agreements, if possible, are realized”.*

99. **In the past 24 months, what has been the recovery rate on this portfolio?**

Answer:

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Water and sewer accounts have a 3-4% recovery rate;

Aviation has a 4% recovery rate;

Finance False Alarm Accounts has a recovery rate of 14.98%; and

This information is not available for Municipal Courts.

100. What is your goal, from a recovery standpoint for the next contract?

Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Water and sewer accounts: 8-10%;
Aviation: 10-15%;
Municipal Courts: 8-10%; and
Finance False Alarm information is not available.

101. What are the settlement parameters for these accounts? Answer: None at this time.

102. Do you have, assuming we have the ability to settle on the account balances, a threshold where the agency can settle the account without reaching out to you (the client) for permission? In other words, is there a blanket settlement authority at a certain percentage of the balance we can settle?
Answer: None at this time for water and sewer, Municipal Court accounts, or Finance False Alarm Accounts. The Aviation Department approves all settlements.

103. How often do you place accounts?

Answer:
Water and sewer accounts are placed monthly;
Aviation accounts are bi-monthly;
Information for Municipal Courts not available; and
Finance (False Alarm) Accounts are placed monthly.

104. Is there an add on fee, or interest amount we need to add to the account post placement with the agency? Answer: No.

105. Do you charge interest on outstanding balances? Answer: No.

106. What is the current fee structure you are paying your agencies? Answer: 20%.

107. What is the historical litigation rate for accounts placed? Answer: None.

108. How many collection agencies are currently being used? Answer: 1 Prime for Watershed Management , and 1 Prime for Aviation and Finance.

109. **How many agencies will be used going forward?** Answer: The City reserves the sole discretion to make a determination regarding multiple awards. Please refer to Part 1: Information and Instructions to Proponents (Section 21. Multiple Awards) as stated: *“Upon evaluation of the Proposals, and following oral interviews/presentations (if applicable), negotiations may be undertaken with the Proponent(s) determined by the City to be the most responsive and responsible of the short-listed Proponents. The City reserves the option to award multiple Agreements. The purpose of the negotiations will be to arrive at final Agreements concerning the business terms of the transaction. In the event that negotiations with the most qualified Proponents fail to reach final agreement, such negotiations will be terminated. The City will then enter into negotiations with the next most qualified Proponent. This process will continue until final agreements, if possible, are realized”.*
110. **Can you share what your current agency rates are?** Answer: 20% contingency rate.
111. **Can you share the current agency stats/scorecard?** Answer: No.
112. **How is market share distribution determined (performance based or equal distribution)?**
Answer: Not applicable.
113. **What is the current 6 month and/or 12 month liquidation rate?** Answer: Not applicable.
114. **What is the average balance?**
Answer:
The average balance is \$2,200.00 for Watershed Management;
the average balance is \$500.00 for Municipal Court Fines;
the average balance is \$2,093.00 for Aviation; and
the average balance is \$174.00 for Finance False Alarm Accounts.
115. **Are accounts with payment arrangements on them recalled the same as others?** Answer: No.
116. **What is the frequency of placements and volumes? (daily, weekly, monthly, one time placement, etc)** Answer: Placements are made monthly, the volume depends on number of accts closed.
117. **Are there any litigation expectations?** Answer: None at this time.
118. **Are there any settlement opportunities?** Answer: None at this time.
119. **Is credit reporting expected/allowed?** Answer: Yes, by the agency.
120. **Are there existing work standards? If so, please provide.** Answer: Interested proponents should abide by the formal Open Records Request formality.
121. **What is the remit process?** Answer: Placements are monthly.

122. What are the anticipated placement volumes?

Answer:

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Water and Sewer Accounts: 10,000 accounts with AR Value \$22M;
Municipal Courts: 8,000 accounts with AR Value \$3.6M;
Aviation Accounts: 20-50 accounts with AR value 60,000; and
Finance False Alarm Accounts are not available at this time.

123. What is the average age of accounts? Answer: 1-4 years old.

124. What is the average placement dollar amount per account type? Answer: \$500.00-\$2,200.00.

125. How long will each account be left with the successful vendor? Answer: No specified time, but likely while under contract.

126. How long will placements remain with an agency? (6 months, 12 months, 18 months, 24 months, indefinite, etc.) Answer: No specified time, but likely while under contract.

127. Have any accounts been worked by other agencies before? What treatment have these accounts received in the past? Answer: No, internal collections only.

128. How many accounts do you plan to place annually for each category called out in the RFP (Water, Taxes, etc...)

Answer:

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Water/Sewer estimated at 6,000 accounts;
Municipal Courts estimated at 8,000 accounts total;
Aviation estimated at 420 accounts; and
Finance (False Alarm) Accounts not available at this time.

129. Can you please provide the placement volume information both in number of accounts and in dollars (avg. account balance per category)

Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer:

Water and Sewer:

10,000- Accounts;

\$22M- Accounts Receivable value;

\$2,200.00- Average Balance size.

Municipal Courts:

8,000- Accounts;

\$36M- Accounts Receivable value;

\$500.00- Average Balance size.

Aviation:

20-50- Accounts;

60,000- Accounts Receivable value;

\$2,093.00- Average Balance size.

Finance False Alarm Accounts:

Number of Accounts Placed (3/1/2014-Present)-41,386;

\$ 174.00 Average Balance Size.

130. How many stages do you plan to place for volumes by category? (Primary, Secondary, and Tertiary) Can you please provide breakdowns?

Answer: Primary only.

131. Can you provide historical placement information (number of accounts and avg. balance) for the past 2 years for all categories?

(The answer provided below is in reference to water and sewer accounts and aviation only, information from the other departments are not available). Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer:

Water and sewer accounts:

No. of Accts placed -34,166,

Dollar value – \$45,183,419.70.

Amount Collected – \$1,540,240.45,

No. of accts – 4,466

Aviation:

No. of Accts placed -575

Dollar value – 1,203,643.44

Amount Collected – \$42,778.12,

Department of Finance-False Alarm Accounts:

Number of Accounts Placed (3/1/2014-Present)-41,386;

Dollar Value- \$7,206,000; and

Amount Collected -\$1,030,356.07.

Municipal Courts- N/A.

132. Can you share historical and current liquidation rates by category and tier? Answer: Data not available.

133. Do you plan to utilize multiple providers for each tier and / or segment of delinquencies?
Answer: No. **If so, how many do you currently have in each category?** Answer: Not Applicable (N/A).

134. Do you currently outsource this business to an agency(s)? If yes, how many agency partners do you utilize? Answer: 1 Prime for Watershed Management and 1 Prime for Aviation and Finance.

135. Who are the current collection agencies you are contracted with? Answer: Penn Credit for Watershed Management and Municipal Services Bureau (MSB) for Aviation and Finance.

136. What was the annual contingency spent by the City for the years 2014 and 2015?

Answer:

Approx. \$310K for water and sewer accounts;

Approx. \$7K for Aviation; and

Information is not available for Municipal Courts and Finance False Alarm Accounts.

137. Of the agencies you currently utilize can you please give a breakdown of the overall contingency spend you had with each collection firm? Answer: \$310K in collections fees for Watershed Management, none for Aviation, and this information is not available for the other departments.

138. What departments are currently outsourced? Answer: Watershed Management, Aviation, and Finance.

139. What is the annual volume in placements?

Answer:

Watershed Management has an annual volume placement of Approx 6,000;

Aviation has an annual volume placement of 212 (2015) and 362 (2014);

Information is not available for Municipal Courts or the Department of Finance (False Alarm) Citations.

140. What are the annual collections by department? Answer: Information is not available at this time.

141. What collection agencies do you currently contract for these services? Answer: Penn Credit for Watershed Management. Municipal Services Bureau (MSB) for Aviation and Finance.

142. What are the annual placements and annual fees paid by department?

Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer:

Watershed Management:

No of Accts placed -34,166,

Dollar value – \$45,183,419.70.

AMT COLLECTED – \$1,540,240.45,

No of accts – 4,466

Aviation:

No of Accts placed -575,

Dollar value – \$1,203,643.44

AMT COLLECTED – \$42,778.12

Department of Finance-False Alarm Accounts:

Number of Accounts Placed (3/1/2014-Present)-41,386;

Dollar Value- \$7,206,000; and

Amount Collected -\$1,030,356.07.

Municipal Courts: N/A.

143. What are the current incumbent vendor rates? Answer: 3-4%.

144. What is the estimated number of accounts to be placed and how will they be placed ie weekly, monthly, quarterly or annually?

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer:

Water and sewer accounts: An estimated 300-500 accounts will be placed monthly, number of accounts placed depends on number of accounts closed during the previous month;

Municipal Courts: An estimated 100-300 accounts will be placed monthly, number of accounts placed depends on number of accounts closed during the previous month;

Aviation: An estimated 20-50 accounts Bi-monthly; and

Finance (False Alarm) Account information is not available at this time.

145. What is the average age of the accounts to be placed? Answer: Up to 1 year old.

146. Are the accounts being placed on a first time in collection rotation or have there been previous collection efforts and if so when was the last contact on average? Answer: First time in collection.

147. What information will we receive on the debtors once the file is turned over and will the files include current ledgers or balance sheets. Answer: Debt collectors will receive account number, customer name, service address, dates of service, balance due.

148. If in house legal services are provided, can our legal counsel pursue a civil action lawsuit to obtain a judgment and garnish wages or do we need pre approval to initiate a lawsuit? Answer: Pre-approval is required.

149. In the event a civil suit is filed will the client be willing to absorb the court costs? Answer: No.

150. Who is the current incumbent and what was the base contract fee structure, if any. Answer: Penn Credit, 20% contingency Penn Credit for Watershed Management, Municipal Services Bureau (MSB) for Aviation, and Municipal Services Bureau for Aviation with 20% contingency fee.

151. **Will account placements be a combination of all the listed departments delinquent receivables or will the placements be submitted as a complete bundle for a specific department. EX. Multiple award recipients will receive a few accounts from all departments or instead focus on one or more specific departments?** Answer: This will be at the City of Atlanta's discretion. Aviation accounts will be separate from other City accounts. The City reserves the sole discretion to make a determination regarding multiple awards. Please refer to Part 1: Information and Instructions to Proponents (Section 21. Multiple Awards) as stated: "Upon evaluation of the Proposals, and following oral interviews/presentations (if applicable), negotiations may be undertaken with the Proponent(s) determined by the City to be the most responsive and responsible of the short-listed Proponents. The City reserves the option to award multiple Agreements. The purpose of the negotiations will be to arrive at final Agreements concerning the business terms of the transaction. In the event that negotiations with the most qualified Proponents fail to reach final agreement, such negotiations will be terminated. The City will then enter into negotiations with the next most qualified Proponent. This process will continue until final agreements, if possible, are realized".
152. **Section 3.2.4.5, number 1 – are we permitted to only include top clients or similar clients to remain within the 1 page limit?** Answer: Please refer to the Solicitation Document Part 2: Contents of Proposal/Required Submittal 3.2.4.5 (Question #1) which states the following " *Please list your current government clients indicating the government name, contact, and telephone number for each government client if applicable. Please list in tabular format (Not to exceed one page)*" Proponents should follow the instructions as listed in the Solicitation document.
153. **Section 3.2.4.5, number 2 – could the City please clarify what type of "previous clients" prospective vendors should list? Would it be permissible to only include contracts terminated for cause and exclude those where the contract simply expired?** Answer: Please list previous government clients and reason the relationship ended whether through contract expiration or cause.
154. **Exhibit A, section 3.2 – please confirm the contract has a three year initial period, the sample agreement states 3 year initial with two one year options.** Answer: The contract is for an initial period of two years with two one-year renewals.
155. **Exhibit A, of the specs, number 18 - could the City elaborate on this requirement or provide some examples?** Answer: The collections that are placed are required to be worked a minimum of 3 times per day which is equivalent to 300% up to 90 days after the accounts have been placed. After 90 days the accounts should be worked once a day which is 100% penetration.

156. Exhibit A, of the specs, number 19 – does the City have any anticipated volumes for the screening/scrubbing services?

Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Approximately 20,000 accounts for
Watershed Management;
approximately \$8,000 accounts for Municipal Courts;
requested information N/A for Aviation; and
information not available for Finance False Alarm Accounts.

157. Cost sheet – where should prospective vendors list their proposed contingency fee? Answer: Proponents should place their proposed contingency fee on the Revised Exhibit A.1; Cost Proposal Form (Revised per Addendum No. 4).

158. Part 2: Contents of Proposals and Required Submittals (Section 9) – Please provide your SAS 70-Type II or its successor the SSAE16 one month prior to the city’s fiscal year-end which is June 30th of each year. What response is the City expecting? Should we confirm that our firm has a report, or is a copy required in our response. Answer: The City is expecting the proposed vendor to have this document and provide a copy with this submission.

159. Section 3.2.4.5.2 requests a list of previous government clients. Our firm specializes in contracting with government agencies for over 40 years. It may not be possible list meet the one page limitation. Would the City allow us to list previous government clients over the past 10 years or does the City want the entire 40 years of clients? Answer: Proponents should list as many previous government clients in a tabular format that will fit on one page. If proponents deem that the list of previous clients will exceed the one page limitation as stated in the Solicitation document, proponents should list as many clients that will fit on one page starting with the most recent, the most applicable, or the most important as deemed by the proponent.

160. Part 2: Contents of Proposals and Required Submittals. 2. Section 9 – Please provide your SAS 70-Type II or its successor the SSAE16 one month prior to the city’s fiscal year-end which is June 30th of each year. What response is the City expecting? Should we confirm that our firm has a report, or is a copy required in our response? Answer: The City is expecting the proposed vendor to have this document and provide a copy with this submission.

161. **Exhibit A, Section 3.4.b.18 requires the Proponent to maintain 300% daily penetration rates against all new placements and minimum of 100% daily rates on accounts placed after 90 days. Can the City please expound on what exactly it is seeking and the metrics that will be used to compute this?** Answer: The collections that are placed are required to be worked a minimum of 3 times per day which is equivalent to 300% up to 90 days after the accounts have been placed. After 90 days the accounts should be worked once a day which is 100% penetration.

162. **Exhibit A.1 Cost Proposal Form does not provide a space for a proposed fee. Should the Proponent add a line to accommodate a fee?** Answer: Proponents should place their proposed contingency fee on the Revised Exhibit A.1; Cost Proposal Form (Revised per Addendum No. 4).

163. **Has the City previously used third-party collection vendors to collect accounts in the past three years? If so, who were the previous vendor(s)?** Answer: Yes, Penn Credit and Municipal Services Bureau (MSB) Gila Corp.

164. **How many accounts, including dollar volume, were placed monthly with each vendor(s) for the previous contract?**

Answer:

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

34,166 accounts, \$45M for Watershed Management;
575 accounts, \$1,203,643.44 for Aviation.

Department of Finance-False Alarm Accounts:
Number of Accounts Placed (3/1/2014-Present)-41,386;
Dollar Value- \$7,206,000; and
Amount Collected -\$1,030,356.07.

Municipal Courts- N/A.

165. **What were the fees charged by each vendor?**

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Answer: 20% Commission Fee applied to all applicable departments; \$310K were the specific fees for Watershed Management accounts.

166. What were the dollars recovered and the recovery percentage rate for each vendor by fiscal/calendar year?

Answer:

These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

Watershed Management: Approximately \$1.5M at a 20% Compensation Rate for services received;
Aviation: \$42,778.00; Compensation rate at 20%.

Department of Finance-False Alarm Accounts: Number of Accounts Placed (3/1/2014-Present)-41,386;
Dollar Value- \$7,206,000; and Amount Collected -\$1,030,356.07 at a 20% compensation rate.

167. Were accounts placed a second time with the vendors? Answer: No.

168. Should the current incumbents not be selected for this new procurement, will the accounts that are now held by them be automatically referred to the new vendors? Answer: No.

169. What is the volume range of dollar amounts to be placed with each vendor?

Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

10,000-\$22M AR value for Watershed Management;

\$2,000-\$300,000 for Aviation; and

The total amounts are not available for the other departments at this time.

170. What is the aging of the debt by volume? Answer: Less than 1 yr.

171. What is the average balance of accounts to be placed with each vendor?

Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the volume and/or value of accounts proponents will receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below.

\$2,200 for water and sewer accounts;

\$500 for Municipal Courts;

\$2,093.00 for Aviation; and

\$ 174.00 Finance False Alarm accounts.

172. How many accounts does the City anticipate initially placing with vendors?

Answer: These numbers fluctuate year to year. The information provided below is not intended to be used to represent the exact volume and/or value of accounts proponents may receive as one of the selected vendors. This procurement may or may not be awarded as an exclusive contract so the volume of accounts assigned could be higher or lower than what is represented below

Water and Sewer Accounts: 10,000, \$22M Ar value;
Aviation: AR value about 20 to 30 ;
Municipal Court: 8,000, \$3.6M Ar value; and
Finance (False Alarm) accounts are not available at this time.

173. What will be the distribution periods of referrals after the initial placement of accounts? (Weekly, monthly, quarterly?) Answer: Monthly.

174. Does the City attempt to collect on these accounts for a period of time before placing them with a vendor? Answer: No.

If so, for how long? Answer: Not Applicable- (N/A).

175. Regarding page 81 & 83 – Usage Rules regarding access to Atlanta’s Software / IT Systems-Does the city of Atlanta intend to provide access to vendor(s) awarded a contract as a result of this RFP? Given the various types of accounts that the City intends to place as a result of this procurement, it would likely reduce the administrative burden to City of Atlanta staff if the vendor has a ‘Look-up Only’ access to verify account balances and other record details. Such access would greatly enhance the collection process, as vendor staff would be able to answer debtor question in real-time while on a live call with a debtor. Answer: No.

**REVISED EXHIBIT A.I: COST PROPOSAL FORM
(REVISED PER ADDENDUM NO.5)**

**REVISED EXHIBIT A.I: COST PROPOSAL FORM
(REVISED PER ADDENDUM NO.5)**

COMPENSATION

Compensation will be _____% percentage of the principal amount collected and deposited into the City's designated bank account, by the _____ of every month.

By signing this form the consultant agrees to the compensation terms set.

Consultant:

Corporate signature:

By:

Name:

Title:

Corporate Secretary/Assistant

Limited Liability Company: (if applicable)

By: _____

Name: _____

Title: _____

Notary Public (Seal)

My Commission Expires: _____

**Revised Part 4: Required Submittal-(FORM 3)-
Proponent Financial Disclosure (page 4 of 5)
(Revised per Addendum No.5)**

Required Submittal (FORM 3)

Proponent Financial Disclosure (Page 4 of 5)

2. Fill in the blanks below to provide a summary of all of the Proponent's assets and liabilities for the three (3) most recent years (calculated from the date of the end of the fiscal year).

ALL FIGURES BELOW MUST BE REPRESENTED IN U.S. CURRENCY (\$).

Standard currency of Proponent's Financial Statements: _____

The exchange rate used: _____ = US \$ _____

Most recent three (3) years

	<u>Year: 2013</u> (Thousands)	<u>Year: 2014</u> (Thousands)	<u>Year: 2015</u> (Thousands)
Current Assets	\$.....	\$.....	\$.....
Current Liabilities	\$.....	\$.....	\$.....
Property & Equip.	\$.....	\$.....	\$.....
Working Capital	\$.....	\$.....	\$.....
Sales/ Revenue	\$.....	\$.....	\$.....
Total Assets	\$.....	\$.....	\$.....
Total Liabilities	\$.....	\$.....	\$.....
Interest Charges	\$.....	\$.....	\$.....
Net Income	\$.....	\$.....	\$.....
Net-Worth	\$.....	\$.....	\$.....

3. Do you plan to use or require an open line of credit for the project? Yes or No.

If yes, the Proponent must provide the source of the line of credit on bank letterhead for the bank providing the line of credit. The bank contact information must include: contact name, title, address, telephone, fax and e-mail address.