



MARTIN O'MALLEY  
Governor

ANTHONY BROWN  
Lieutenant Governor

T. ELOISE FOSTER  
Secretary

**Amendment #3 to Request for Proposals (RFP)  
Central Collection Unit  
Debt Collection Services  
Solicitation No. F10B540006  
November 3, 2014**

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below. New language has been double underlined and marked in bold (ex. **new language**), and language deleted has been marked with a strikeout (ex. ~~language deleted~~).

**1. AMEND Section 3.2.1.1 of the RFP to ADD the following:**

3.2.1.1 The Contractor shall implement its plan for debt collection as proposed in its Technical Proposal, **including its plan for the backlog of 750,000-850,000 toll violation transactions and ongoing 50,000-60,000 monthly toll violation transaction referrals (see Section 3.1)**. The Contractor's plan shall include debt collection techniques that have the highest probability of success for collecting on the type and amount of debts referred and build upon the methods described in Section 3.2.1.2 to create a unique proposal capable of achieving maximum debt recovery. The Contractor's plan shall also include the Contractor's projected recovery rate and the Contractor's basis including any supporting documentation for assuming it can achieve its projected recovery rate.

**2. AMEND Section 3.2.1.2 of the RFP to ADD the following:**

3.2.1.2 As part of the Contractor's collection procedures described in 3.2.1.1., the Contractor's collection procedures shall include, at a minimum, the following recovery efforts **for all Accounts except the toll violation transactions (see Section 3.1)**:

- A. Three monthly telephone calls to each debtor;
- B. One monthly dunning letter to each debtor with escalating consequences on debt amounts of \$100 or more; and
- C. Skip tracing procedures if a debtor's address is identified as undeliverable by the United States Postal Service.

**3. AMEND Section 3.2.2.1 of the RFP to ADD the following:**

3.2.2.1 Types of Accounts

~Effective Resource Management~

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**In addition to the toll transaction violation referrals (see Section 3.1) for which there is no historical CCU collections data,** ~~¶~~the Contractor shall collect the following types of debt from debtor Accounts referred to the Contractor:

- A. Retail/individual debts (approximately 90% of referrals)
- B. Commercial/business debts (approximately 8% of referrals)
- C. Other debts (approximately 2% of referrals)

4. AMEND Section 3.2.15 of the RFP as follows:

**3.2.15 Contractor Payment and Incentives**

3.2.15.1 The Contractor will be paid on the basis of the commission rates it proposes for monies collected on referred ~~a~~Accounts as stated in its Financial Proposal (Attachment F). ~~This~~These commission rates and any incentive commission rate increase percentage earned per Section 3.2.15.4 will be the sole consideration paid to the Contractor. The Department will not reimburse the Contractor for costs or expenses incurred.

3.2.15.2 In cases where an Account has been assigned to the Contractor and CCU adjusts the amount of the Account, the commission generated by the Contractor for services rendered will be calculated on the adjusted amount and not on the original amount.

3.2.15.3 In any cases where an account has been assigned to the Contractor and that Account becomes the subject of bankruptcy reorganization, State insolvency, receivership, probate or other proceeding, the Contractor shall immediately, on discovery, refer the Account back to CCU and no additional commission will be generated on the remaining balance of that Account.

3.2.15.4 Incentive Commissions

In addition to its proposed commission rates, the Contractor may earn an increase to its commission rates for achieving certain collection thresholds. The Department will pay a graduated incentive commission of 1.5% for every five hundred thousand dollars, or part thereof, that the Contractor receives in net collections above two million dollars in a single Contract year. The graduated incentive commissions will be paid only on the net collections achieved within each incentive bracket; for example, if a Contractor recovers \$3,000,000 in net collections, the Contractor will receive its base commission rates **on the amounts it collects for toll violations and other Accounts respectively** as proposed in its Financial Proposal Form, Attachment F, for all collections up to \$2,000,000, an additional 1.5 percent on its base commission rates on the half million dollars collected in the \$2,000,000 to \$2,500,000 bracket, and an additional 3 percent on its base commission rates for the half million dollars collected in the \$2,500,000 to \$3,000,000 bracket. The total of all commissions shall not exceed 25% of monies collected in a single Contract Year. The incentive commission structure is as follows up to 25%:

<b>Net Collections</b>	<b>Incentive Commission above Commission Rates as Proposed on Attachment F</b>
\$2,000,000.01 to \$2,500,000.00	1.5%
\$2,500,000.01 to \$3,000,000.00	3%
\$3,000,000.01 to \$3,500,000.00	4.5%
\$3,500,000.01 to \$4,000,000.00	6%
\$4,000,000.01 to \$4,500,000.00	7.5%
\$4,500,000.01 to \$5,000,000.00	9%
\$5,000,000.01 to \$5,500,000.00	10.5%
\$5,500,000.01 to \$6,000,000.00	12%
\$6,000,000.01 to \$6,500,000.00	13.5%
\$6,500,000.01 to \$7,000,000.00	15%
\$7,000,000.01 to \$7,500,000.00	16.5%
\$7,500,000.01 to \$8,000,000.00	18%
\$8,000,000.01 to \$8,500,000.00	19.5%, etc.

### 3.2.15.3 Incentive Commission Payment

The incentive commissions will be paid separately from the regular commissions. The Contractor shall list the incentive commission as a separate invoice item on the invoice submitted in May for the April invoice period for each Contract Year. The incentive commission applies only to monies collected on ~~a~~Accounts referred after the Go-Live Date.

5. AMEND RFP Attachment F “Financial Proposal Instructions” Instructions “L” and “N” as follows:

L) **Specific Instructions: In the separately attached Excel Spreadsheet, the Offeror shall insert its commission rate for toll violation transactions for Contract Years 1-3 in cell H12, for Option Year 1 in cell H16, and for Option Year 2 in cell H20. The Offeror shall insert its commission rate for all other referred Accounts for Contract Years 1-3 in cell H10, for Option Year 1 in cell H14, and for Option Year 2 in cell H18.** ~~Specific Instructions: On the separately attached Excel Spreadsheet, the Offeror shall insert its commission rate for Contract Years 1-3 in cell H10, its commission rate for Option Year 1 into cell H12, and its commission rate for Option Year 2 into cell H14.~~

N) The ~~six~~three subtotals will be added to arrive at the Total Evaluated Proposal Price in cell T24~~18~~. This is the price by which an Offeror’s Financial Proposal will be evaluated.

6. AMEND RFP Attachment F “Financial Proposal Form” as follows:

See revised and separately attached Excel Spreadsheet “Revised Attachment F Financial Proposal.”

Issued and authorized by

<signed>  
Rachel Hershey  
Procurement Officer