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Secretary

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Deputy Secretary

QUESTIONS AND RESPONSES

PROJECT NO. F10B2600023

Statewide Debt Collection

February 9, 2022

Ladies/Gentlemen:

This List of Questions and Responses, questions #1 through #81, is being issued to clarify certain information contained in the above-named RFP. The statements and interpretations of contract requirements, which are stated in the following questions of potential Offerors, are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

1. Page 26 - 3.7.2 Security Clearance / Criminal Background Check, A. – Please define “on-site” as it relates to collection services provided by Contractor personnel.

Answer: Anyone visiting the Central Collection Unit physical location at 300 W. Preston Street.

2. Page 26 - 3.7.2 Security Clearance / Criminal Background Check, B. – Is the Contractor expected to provide fingerprints on FD-258 cards to be processed by the State or will the State provide the code required to submit fingerprints to the FBI electronically?

Answer: The Contractor shall obtain at its own expense a Criminal Justice Information System (CJIS) State and federal criminal background check, including fingerprinting, for all Contractor Personnel listed in sub-paragraph A. This check may be performed by a public or private entity. The Contractor shall request an “agency authorization number” from the Contract Manager for this purpose. The individual (State & Contractor Personnel) must have an “agency authorization number” upon entry at DPSCS in order to obtain a background check.

3. Page 24 - 3.6.1, D. Cyber Security/Data Breach Insurance - Will the State consider lowering the \$10 million limit requirement for cyber coverage to \$3 million, as it has recently done on RFP OC-2022-01 for Secondary Collection Services and previously for RFP OC-2019-10 for Primary Collection Services?

Answer: No. The State will not lower the \$10 million limit requirement for cyber coverage.

4. Page 25 - 3.6.6 Subcontractor Insurance - In the interest of supporting small minority- and veteran-owned businesses and meeting the State's subcontracting goals, will the State consider reducing the insurance minimums for subcontractors? The expense of procuring the limits currently listed for Commercial General Liability, Errors and Omissions/Professional Liability, and Cyber Security/Data Breach coverage is prohibitive for most small businesses.

Answer: The State has elected to retain 3.6.6. of the solicitation as written.

5. Page 52 - 4.38.2 Defalcation/Surety Bond - Please confirm the enclosed bond form provided by our insurer meets the State's requirements.

Answer: The State declines to provide an answer to this question.

6. Page 12 - 2.3.1.2, A. Three monthly telephone calls - We assume the requirement to make three call attempts per month per debtor only applies up until the point a debtor is successfully contacted and pays or is set up on some kind of payment arrangement. Is this assumption correct?

Answer: Three monthly telephone calls is a minimum requirement as a part of the collection process. If the debt has been paid in its entirety at any point, collection attempts should cease. Yes, that is a correct assumption.

7. Page 13 - 2.3.3 Debtor Payments - The RFP indicates the Contractor should process payments and make a daily deposit equal to that day's collections into CCU's account. However, during the bidder's meeting, a comment was made about the Contractor utilizing CCU's payment processing channel to deposit funds directly into CCU's account. Please clarify the expectations for the method of accepting and processing debtor payments.

Answer: The vendor would be provided the CCU's merchant number and banking information to process payments directly into the State's bank account.

8. Page 14 - 2.3.6.2 Compromise Settlements - How are settlements currently handled? Does the CCU allow the Contractor blanket authority to settle debts within set parameters? Or are settlements handled on a case-by-case basis?

Answer: The CCU does not allow the contractor blanket authority to settle debts.

9. Page 55 - 5.2.7 Two Part Submission - Please confirm that the Technical and Financial Proposal files (and redacted copies) submitted through eMMA can all be in searchable PDF format, and need not be submitted in both Word and PDF.

Answer: As per 5.2.7 A. of the RFP:

A. Technical Proposal consisting of:

Technical Proposal and all supporting material in Microsoft Word format, version 2007 or greater,
Technical Proposal in electronically searchable Adobe PDF format,
a second electronically searchable Adobe copy of the Technical Proposal, with confidential and proprietary information redacted (see Section 4.8)

10. Page 57 - 5.3.2.I Minimum Qualifications Documentation - Should references be provided twice--in Tab D and Tab H?

Answer: As per 5.3.2.E. of this RFP:

E. Minimum Qualifications Documentation (If applicable, Submit under TAB D)

The Offeror shall submit any Minimum Qualifications documentation that may be required, as set forth in RFP Section 1. If references are required in RFP Section 1, those references shall be submitted in this section and shall contain the information described in both Section 1 and Section 5.3.2.I.

5.3.2.I.

I. References (Submit under TAB H)

At least three (3) references are requested from customers who are capable of documenting the Offeror's ability to provide the goods and services specified in this RFP. References used to meet any Minimum Qualifications (see RFP Section 1) may be used to meet this request. Each reference shall be from a client for whom the Offeror has provided goods and services within the past five (5) years and shall include the following information...

11. Page 58 - 5.3.2.G.3 Letters of Commitment - Please define the scope of staff this pertains to. Will letters of commitment from our project leadership and subcontractors suffice?

Answer: As per 5.3.2.G.3 of this RFP:

3) Include letters of intended commitment to work on the project, including letters from any proposed subcontractor(s). Offerors should be aware of restrictions on substitution of Key Personnel prior to RFP award (see Substitution Prior to and Within 30 Days After Contract Execution in Section 3.11.5)

12. Page 62 - Letters of Authorization - Will the State accept letters of authorization upon contract award, rather than with our proposal response?

Answer: As per 5.3.2.P. of this RFP, Letters of Authorization falls under the Technical Proposal – Required Forms and Certifications (Submit under Tab O)

13. Page 66 - 7. RFP Attachments and Appendices - Please confirm that all required forms are to be submitted under Tab O of the Technical Proposal and do not need to be uploaded individually to eMMA.

Answer: As per 5.3.2.P.1. of this RFP:

All forms required for the Technical Proposal are identified in Table 1 of Section 7 – RFP Attachments and Appendices. Unless directed otherwise by instructions within an individual form, complete, sign, and include all required forms in the Technical Proposal, under TAB O.

14. Section 2.3.5 Over the past three (3) years, what was the total volume and \$ amount of Direct Payments reported to Contractor? Please specify toll versus non-toll

Answer: The State declines to provide a response to this question.

15. Please provide the annual total gross dollars collected by your current vendor for the past 3 years.

Answer: See attachment (PCA Gross Collections).

16. 2.2 Of the estimated number of accounts referred annually, what is the percentage of non-toll assignments that have balances over \$100?

Answer: See attachment (Non-Toll Inventory). Spreadsheet can be used to find the average amount of account balances.

17. 2.2 Of the estimated number of accounts referred annually, what is the percentage of toll assignments that have balances over \$100?

Answer: Zero. Typical toll balances are approximately \$65 per violation.

18. Please provide the average number of tolling transactions assigned per account

Answer: One transaction per account.

19. Page 11 of the RFP states that “The balance of each toll violation transaction is approximately \$65. MDTA typically assigns between 100,000 and 200,000 toll-violations to CCU monthly for collection. CCU intends to assign approximately 117,000 toll violations to the Contractor on a monthly basis. These debts have an estimated aggregate value of \$7.6 Million”. Please clarify if the 117,000 assignments are for 117,000 individual toll transactions or if the 117,000 assignments are for 117,000 toll accounts.

Answer: Individual Toll Transactions are assigned.

20. Regarding Vendor Feedback Form on page 2 of the RFP: For Offerors who are responding to the RFP but who have remarks/comments to submit to the CCU, where should the completed Vendor Feedback Form be included? Should it be included in Tab O Required Forms and Certifications of Volume I Technical Proposal?

Answer: Yes, the Vendor Feedback Form should be included in Tab O, “Required Forms and Certifications,” of Volume I Technical Proposal.

21. Regarding Upload of Proposals on page 3 of the RFP: Is there a file size limit for the proposal files to be uploaded to the eMaryland Marketplace Advantage (eMMA) e-Procurement system?

Answer: Yes, there is a 300,000 kb size limit.

22. Regarding 1. Minimum Qualifications > 1.1.2.1 and 1.1.31 on page 9, cross-referenced with I. References (Tab H) on pages 58-59 of the RFP: Please confirm that the CCU is seeking at least three references, and that an Offeror is to provide no more than four references.

Answer: The State expects two (2) references for 1.1.2.1 and two more, from different entities, for 1.1.3.1. The State expects three (3) references for 5.3.2.I.

23. Regarding 3.9 SOC 2 Type 2 Audit Report on page 30 of the RFP: Are Offerors required to provide a recent SOC 2 Type 2 report with their proposal? If so, should this be placed in Tab O: P. Technical Proposal – Required Forms and Certifications, or can it be placed in an additional tabbed section titled “Appendix” that would follow Tab O?

Answer: Offerors are not required to submit a SOC 2 Type 2 report with their technical proposal submissions. This is a contract requirement, not an evaluated part of the technical proposal.

24. *Regarding 5.2.7 Two Part Submission > A. Technical Proposal on page 55 of the RFP:*

- a. *The CCU has asked for a Microsoft Word version of an Offeror's Technical Proposal, including all supporting material, but several elements of supporting material and other required elements (e.g., financial statements) are in formats that are not compatible with Microsoft Word or cannot otherwise be replicated or pasted into a Word document, e.g., Excel files, PDF files. Will the CCU amend this requirement to require only a searchable PDF version of an Offeror's Technical Proposal?*

Answer: The State will accept a searchable PDF version of an Offeror's Technical Proposal.

- b. *If an Offeror has no claim of proprietary information for Volume I Technical Proposal, should they still submit a separate volume that is labeled as their redacted Volume I Technical Proposal?*

Answer: Yes, please submit both a redacted and unredacted version. Even if no redactions are made by an Offeror, the State may elect to make further redactions in the event of a Public Information Act (PIA) request. Some Offerors do not redact personally identifiable information from employee resumes, for example, which the State cannot disclose, by law. This second version of the Technical Proposal is thus subject to redaction by the State. The unredacted Technical Proposal is not available for public inspection and is the version evaluated by the State.

25. *Regarding 5.2.7 Two Part Submission > Financial Proposal on page 55 of the RFP:*

- a. *Are Offerors permitted to claim as proprietary their proposed commission rates on the Price Proposal Form?*

Answer: Yes. Even if an Offeror did not claim line-item pricing as confidential, the State would not reveal this information to Public Information Act requestors, nor would this information be revealed to any individuals not responsible for evaluating the proposals, auditing the procurement process, or approving the recommended award(s).

- b. *If an Offeror has no claim of proprietary information for Volume II Financial Proposal, should they still submit a separate volume that is labeled as their redacted Volume II Financial Proposal?*

Answer: Yes. Please submit a "redacted" version of both the technical and financial proposals, even if no financial proposal redactions are made.

26. *Regarding 5.3 Volume I – Technical Proposal on page 56 of the RFP: Can Offerors include following Tab O: P. Technical Proposal – Required Forms and Certifications an additional tab labeled Appendix, in which to include any additional information referenced in their Technical Proposal that is not already assigned to another tabbed section?*

Answer: Yes, including additional documentation via an appendix is permitted. However, materials deemed by the Procurement Officer to be irrelevant to the solicitation, such as promotional materials, will not be evaluated.

27. *Regarding 5.3 Volume I – Technical Proposal > 5.3.1 on page 56 of the RFP: Offerors are advised that “all pages of both Proposal volumes shall be consecutively numbered from beginning to end.”*

- a. *The Price Proposal Form is in Excel format – please confirm that there is not a requirement for page numbering for this file.*
- b. *Please confirm whether the PDF version of the Price Proposal Form is required to have page numbering added.*

Answer: File formats that do not accept page numbers, such as Excel, can be submitted without page numbers. Offerors are asked to not materially alter the PDF versions of Excel worksheets, so adding page numbers is not required.

28. *Regarding 5.3 Volume I – Technical Proposal > 5.3.2 > B. Claim of Confidentiality on page 56 of the RFP: Please clarify the intent for Tab A-1. The instructions provided here in section B direct an Offeror to include any claim of confidentiality in Tab A, between the Title Page and the Table of Contents... and not in Tab A-1. What then should an Offeror include in Tab A-1 – a narrative affirmation that any claim of confidentiality has been included in Tab A as directed? Or, will CCU amend the proposal structure requirement to remove Tab A-1?*

Answer: The RFP requires that any information which is claimed to be confidential and/or proprietary information should be identified by page and section number and placed after the Title Page and before the Table of Contents in the Technical Proposal, and if applicable, separately in the Financial Proposal. CCU will not amend the proposal structure requirement to remove Tab A-1.

29. *Regarding 5.3 Volume I – Technical Proposal > 5.3.2 > M. Subcontractors:*

- a. *Is the information sought by CCU to meet the requirement content for this tab included in MBE Form D-1A and/or VSBE Form E-1A? If so, can an Offeror simply provide these two forms here in response to the requirement content? Or is CCU seeking a separate narrative to complement these forms?*

Answer: The RFP requirements in 5.3.2M apply to all selected subcontractors, not only certified MBE or VSBE subcontractors. Please address 5.3.2M fully and separately from the MBE and VSBE requirements found elsewhere in the solicitation.

- b. *Should Offerors include MBE Form D-1A and/or VSBE Form E-1A in this tab? If not, where in an Offeror’s Technical Proposal should each of these forms be included?*

Answer: Unless directed otherwise by instructions within an individual form, complete, sign, and include all required forms in the Technical Proposal, under TAB O.

30. *Regarding 6.5.3 Award Determination on page 65 of the RFP: “In making this most advantageous Proposal determination, technical factors will receive equal weight with than financial factors.” Should Offerors infer from this statement that the sum of the various technical evaluations (as described in 6.2) comprises fifty (50) percent of the overall evaluation of an Offeror, and that the evaluation of their proposed price (as described in 6.3) comprises an equivalent fifty (50) percent?*

Answer: Yes, that is a fair inference. Equal weighting means exactly that, 50% of the final evaluation weighting is based on price and the other 50% is based on technical merit.

31. Regarding 7 RFP Attachments and Appendices on page 66 cross-referenced with Attachment B Financial Proposal Instructions & Form on page 71: Please clarify what is necessary to submit as part of an Offeror's overall proposal. Attachment B itself is a list of instructions to prepare the Price Proposal Form that constitutes an Offeror's Volume II – Financial Proposal. Please confirm that it is not necessary to return Attachment B and that by completing and submitting the Price Proposal Form as its Financial Proposal that an Offeror has fulfilled the requirement to submit "Financial Proposal Instructions and Form" with their bid.

Answer: It is not required to return Attachment B, because it is merely instructional text. The Financial Proposal Forms shall be submitted separately. Including pricing in the technical proposal is potentially grounds for being found not susceptible for award.

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

Answer: A. Retail/individual debts (approximately 90% of referrals) B. Commercial/business debts (approximately 8% of referrals).

33. What current contingency fees or other fees are currently being billed by any incumbent(s), by category?

Answer: No contingency fees are being billed.

34. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer: The State declines to provide a response to this question.

35. Does any of the EZPass Toll violation accounts have email addresses in their account record? If yes, can you please tell how many or estimate what percentage of the EZPass accounts that will be placed for collection have email address including in the account record?

Answer: No email addresses are provided.

36. On average how many toll accounts are there per debtor?

Answer: 4.5.

37. Would the State consider lowering the collection targets in table 2.3.15.3 Incentive Commission Brackets for Toll Accounts? If the average monthly placement of toll accounts is \$150K, then the yearly placement volume would be around \$1.8 million. The collection agency would need to collect over 100% of the published balances in order to hit the lowest collection target of \$2 million.

Answer: No.

38. Of the 4.6% recovery on toll accounts and 2.8% recovery on other accounts in FY 2018, how much was recovered due to tax refund intercept?

Answer: None.

39. Will the State allow for any of the work to be performed outside of the United States such as Canada, Mexico, or the Philippines?

Answer: No.

40. Can you provide batch reporting for each month in 2021? Example: if there was 700,000 dollars placed in January 2021, how much of the 700,000 in that particular batch has been collected each month and the total for that batch at the time period required to return the accounts.

Answer: See attachment (PCA Non-Toll Placement and Collection Totals).

41. Can you provide color on existing performance? We calculate "Unit Yield" (The value of each account placed) utilizing data on balances, collections, and current fee structure. The following examples create challenges.

Unit Yield Calculation for Tolls- Average balance \$65, x liquidation 4.6% ($\$65 \times 4.6\% = \2.94 ($\$2.94 \times 11.6\%$ commission percentage) = \$.34. In other words, given current liquidation and fee rate, each toll account placed has a value to the agency of 34 cents. Normally we look for a unit yield that would provide the resources to send letters and make telephone calls to collect balances. 34 cents per account in the current environment would not allow for adequate treatment.

Unit Yield Calculations for Other Collections - Avg balance \$1069 x 2.8% liquidation = \$29.93 x 5.99% fee = \$1.79 unit yield. This unit yield is slightly more manageable yet still well below industry standards.

Answer: Our calculations on recovery: Dollar value collected / Dollar value assigned during the fiscal year. For example: If we assigned \$1,000,000.00 and the agency recovered \$100,000.00 eligible payments, the recovery percentage would be calculated as: $\$100,000 / \$1,000,000 = .1$ or 10% on that inventory. The calculation above for Unit Yield is for profitability calculations. Your internal calculations for profitability may be used internally to adequately price your bid, but are not significant to CCU. CCU can't answer what the profitability of the inventory assigned was for our current vendor. The price was bid through the RFP process.

42. How long does the collection agency keep toll violations? ("other debts" states recall is after 6 months)

Answer: The same as above for six months, or if the debts are on an active, current payment plan, until the payment plan is complete.

43. Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Answer: Due date has been extended. The new Proposal Due (Closing) Date and Time: February 24, 2022 3:00 pm Eastern Time. Offerors are reminded that a completed Feedback Form is requested if a no-bid decision is made (see page iv).

44. What is the date by which you will answer these questions?

Answer: Questions were due on January 19, 2022 3:00 pm. We work to get them answered as quickly as possible.

45. Can you please provide greater details regarding your bid bond and/or performance bond requirements related to this contract? For example, what is required with the proposal, and what is required to comply during the term of the contract?

Answer: A bond is not to be submitted with the technical proposal, as a proposal bond is not a requirement of this solicitation. A defalcation bond/surety bond is required upon 5 days of notification of contract award, per the requirements of 4.38 of the RFP. Only the selected awardee is required to obtain and provide a bond. As a reminder, bonds may not be submitted electronically, and "wet ink" signatures are required on all bonds. If your firm is selected for award, the procurement officer will work with you during the bonding process.

46. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Answer: No. Bidders are not permitted to deviate in any way from the RFP.
See Financial Proposals Instructions & Form, Attachment B.

47. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer: The State declines to provide an answer to this question.

48. If this is a term contract subject to renewal, what is the term and the maximum number of option periods?

Answer: See Contract, Attachment M 3.1 and 3.2. 3-year base contract, one 2-year renewal option of this RFP solicitation.

49. How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer: Incumbent emails invoices to be paid by the CCU at the rates based on the current year's fee schedule rates. One invoice for non-toll debts, one invoice for toll debts. See Section 3.3 of this RFP solicitation, "Invoicing."

50. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer: The State declines to provide an answer to this question.

51. To how many vendors are you seeking to award a contract?

Answer: The Department intends to make a single award as a result of this RFP.

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

Answer: See the State's response to Question #32.

53. Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also?

Answer: Accounts will be primary placements.

54. What collection attempts are performed or will be performed internally prior to placement?

Answer: The Central Collection Unit sends one initial notice, which advises of additional offset process that will be performed to obtain satisfaction of the debt owed.

55. What billing servicer do you utilize?

Answer: Not Applicable

56. Have all cases been fully adjudicated by the time of placement?

Answer: No. Debt accounts will be recalled if judgments are obtained by the Central Collection Unit.

57. 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: Yes.

58. What is your case management/accounting software system of record?

Answer: Debt Manager version 11.01.

59. Who is your electronic payment/credit card processing vendor?

Answer: BB&T/Truist – Govolution.

60. What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs?

Answer: The State encourages all firms to draft a technical proposal in response to the requirements of this solicitation. However, the State is receptive to proposals that demonstrate superior technical approaches while still fulfilling the State's requirements. Your firm may wish to present its business plan and debt collection methodologies during the oral presentations hosted by the State, which will be scheduled for qualified vendors during the evaluation process.

61. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

Answer: Accounts are configured in our Debt Manager collection system for a deceased abatement process. Any accounts that are marked for abatement will be recalled from the third-party vendor. If the current incumbent advises the Central Collection Unit of the verified death, the account will be recalled and updated in our Debt Manager collection system.

62. How do your current processes and/or vendor relationship(s) handle the death of a responsible party?

Answer: If the current incumbent advises the Central Collection Unit of the verified death, the account will be recalled and updated in our Debt Manager collection system.

63. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?

Answer: Accounts are configured in our Debt Manager collection system for a deceased abatement process. Any accounts that are marked for abatement will be recalled from the third-party vendor. If the current incumbent advises the Central Collection Unit of the verified death, the account will be recalled and updated in our Debt Manager collection system.

64. Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

Answer: Yes, the State currently searches and files probated claims. No, at this time the State has not considered an automated tool to identify and file probated estate claims.

65. Unresolved accts assigned to current vendor – will they be transitioned to new vendor? If so, estimated # and \$ amount?

Answer: Yes. The numbers will change due to recalls of accounts without activity. Approximately 80,000 accounts are currently assigned to the current vendor with a dollar value of \$53,681,140.46.

66. Please confirm if services provided for this project are required to be worked on-site or if remote agents are permitted.

Answer: Remote agents are permitted within the United States.

67. Please confirm if services provided for this project are required to be worked within the US.

Answer: Yes.

68. Please confirm if CCU prefers Net or Gross remittance.

Answer: Gross.

69. Section 2.3.6.1 Please provide the volume of accounts current vendor has recommended for litigation under current contract.

Answer: Zero.

70. 2.3.15 Under current contract, how much “incentive commission” was earned by current vendor?

Answer: 2016 13,070.113
2017 116,582.53
2018 126,007.67
2019 17,613.80
2020 54,993.21
2021 0.00

71. 3.7.2 Do requirements A – C apply to all Contractor personnel or only those personnel who go onsite at CCU?

Answer: All Personnel.

72. 5.3.2 (M) Are vendors, who do not provide “core” functions under the project, considered subcontractors? IE: letter vendors, skip-trace vendors, etc.

Answer: Yes, all business entities that provide services under this contract that are not the Contractor are considered subcontractors by the State.

73. Please confirm estimated award timeline and contract start date.

Answer: The estimated start date is 8/1/2022.

74. Please provide the number of accounts and dollar amount broken out by each debt type assigned to the current collection agency, for each of the last 3 calendar years.

Answer: See Attachment (All PCA Forwarded Accounts).

75. What is the current contingency fee charged by the collection agency under the current contract?

Answer: 5.99% Non-Toll, 10.99% Toll.

76. Are there ramifications or enforcement sanctions for nonpayment of tolls? If so, what are they?

Answer: Vehicle registration and renewal suspension.

77. Does the DBM/CCU allow emails and/or texts to be sent to customers?

Answer: No. Currently only letters and phone calls. We do not specifically have authorization for 3rd parties to send emails and texts. Agencies must abide by collection laws with our debts just like all others.

78. Would the DBM/CCU provide one or multiple data files of backlog? If multiple files, will the DBM/CCU include all accounts for each customer in each file (it would allow us to execute on lettering more quickly)? Will fees be different for backlog?

Answer: Yes, multiple files. Yes, account based. No, fees will not be different for backlog.

79. What is the vendor recovery rate on toll accounts for accounts placed in 2020?

Answer: Please see the attached report (PCA CCU Tollway Monthly Performance Analysis FY16-21).

80. What is the vendor recovery rate on 'other' accounts for accounts placed in 2020?

Please see the attached report (PCA Non-Toll CCU Monthly Performance Analysis FY16-21).

81. Can you provide recovery rates for fiscal years 2019, 2020 and 2021 for:

A.) Tolling and

B.) Other debts?

As indicated in the RFP, those rates are meaningless for projections because of the lack of placements during those years due to our system conversion and COVID. Please see reports attached. (PCA Non-Toll CCU Monthly Performance Analysis FY16-21 & PCA CCU Tollway Monthly Performance Analysis FY16-21).

Remember proposals are due on February 24, 2022 no later than 3:00 p.m. If there are questions concerning this solicitation, please contact me via e-mail at Kristal Burgess at kristal.burgess@maryland.gov .

Date Issued: February 9, 2022

By:
Kristal Burgess
Procurement Officer