

Addendum No. 1

RFP # 20-10230-8784

Debt Collection Services

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

REVISIONS

1. Replace Section 1.1, Item #15 in APPENDIX H-2 – PTC CUSTOMER SERVICE CENTER (CSC) INTERFACE CONTROL DOCUMENT (ICD) FILE SPECIFICATIONS, Page 82 of 96 in the original RFP PDF file with the following:

	Description	Max Length	Format	Values / Notes
15	PTC Collection Fee	10	#####.##	Collection fee added by PTC

QUESTIONS AND ANSWERS

Following are the answers to questions submitted in response to the above referenced RFP as of August 11 ,2020. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
		RFP20-10230-8784			
#	Page	Section	Section Description	Proposer Question	Commission Response
1.				Please reconfirm the due date for this procurement by providing it in response to answers to questions.	See Table I-1: Key Procurement Dates, Part I page 3 of 9 (page 6 of 96 in original adobe document). October 15, 2020

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
RFP20-10230-8784					
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2.				Why has this bid been released at this time?	The PTC's current contract for debt collection services expires in September 2021.
3.				Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	The PTC's current vendor performance for these services is satisfactory.
4.				What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	The PTC paid approximately \$1.5 million in fees to the current vendor in FY20 (6/1/19 to 5/31/20).
5.				What is the total dollar value of accounts available for placement now by category, including any backlog?	The PTC can only provide historical data as reported in Appendix G. The PTC cannot forecast or predict future accounts that will be sent.
6.				What is the total number of accounts available for placement now by category, including any backlog?	The PTC can only provide historical data as reported in Appendix G. The PTC cannot forecast or predict future accounts that will be sent.
7.				What is the average balance of accounts by category?	See Appendix G – Debt Collection Volumes and Statistics.
8.				What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?	The PTC sends accounts to its current vendor if it remains outstanding/unpaid after 60 days.
9.				What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?	The PTC can only provide historical data as reported in Appendix G. The PTC cannot forecast or predict future accounts that will be sent.
10				What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?	The PTC can only provide historical data as reported in Appendix G. The PTC cannot forecast or predict future accounts that will be sent.

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		RFP20-10230-8784			
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11				Have all cases been fully adjudicated by the time of placement?	No, cases have not been adjudicated.
12				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?	No, accounts or backlogs will not be moved to any new vendors.
13				What is your case management/accounting software system of record?	The PTC has a custom designed account management system.
14				Who is your electronic payment/credit card processing vendor?	The PTC has a contract with PNC Merchant Services for credit card processing.
15				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?	The PTC is required to follow the Commonwealth's procurement process for services.
16				How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?	The PTC has established business rules that will be provided to the vendor selected.
17				How do your current processes and/or vendor relationship(s) handle the a death of responsible party?	The PTC has established business rules that will be provided to the vendor selected.
18				Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?	The PTC has established business rules that will be provided to the vendor selected.
19				Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?	The PTC has established business rules that will be provided to the vendor selected.

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RFP20-10230-8784					
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20				Are SOC1 Type 2 audits required to be completed by the time of the RFP submission?	The PTC requested the most recent SOC1 audit report. Proposers should provide their most recent report.
21	Part II – Page 2 of 8	II-1 Technical Proposal	Table II-1: Proposal Page Limitations	In Table II-1: Proposal Page Limitations, are we correct in interpreting that the un-highlighted rows are items that are excluded from the page count limitations?	No, the numbers listed are the limitations.
22	Part II – Page 2 of 8	II-1 Technical Proposal	Table II-1: Proposal Page Limitations	In Table II-1: Proposal Page Limitations, in the right-hand column, what does the “1” signify in the rows for “Proposal Cover Sheet” and “Executive Summary”? Does that mean these are limited to 1 page?	Yes, these are the limitations.
23	Part II – Page 2 of 8	II-1 Technical Proposal	Table II-1: Proposal Page Limitations	In Table II-1: Proposal Page Limitations, please confirm that Section 1: Firm Overview is limited to 5 pages; Section 2: Personnel is limited to 5 pages; Section 3: Relevant Experience and Expertise is limited to 20 pages; and Section 4: Approach, is limited to 25 pages. If this is not correct, please clarify.	These page counts are correct for the listed sections.
24		II-1 Technical Proposal	Table II-1: Proposal Page Limitations	Section 4: Approach requires the Proposer to provide items such as a flow chart and various process documents. We assume that the Proposer is to provide these in “Attachment F – Additional Materials,” and that they do not count toward the page limit for Section 4, correct? If not, please clarify.	The PTC requests that any additional information or materials be identified with the appropriate section identified and be included as an Attachment 7 - Additional Materials.

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		RFP20-10230-8784			
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25	Part II – Page 3 of 8	II-1. Technical Proposal, B. Technical Proposal Format and Contents	Bullet titled “Propoosal Excecutive Summary”	“Include in this section or in a transmittal letter/cover page a statement regarding full disclosure of any potential conflict with the State Adverse Interest of State Advisor or Consultant Statute as instructed in Proposal Section 1.6 Contractor Integrity Provisions.” This sentence alludes to a transmittal letter. Are Proposers allowed to include a transmittal letter? If yes, is it subject to page count limitations?	Yes, a transmittal letter can be submitted. It is not subject to page count limitations.
26	Pat III – Pages 1 and 2 of 2	II-4. Evaluation Criteria	Evaluation Criteria	“The following criteria will be used, in order of relative importance from highest to the lowest, in evaluating each proposal.” Within “1. Approach,” are items a. through f. also listed in order of relative importance? Or are they each weighted equally? Within “2. Proposer and Personnel Qualifications and Experience,” are items a. through c. listed in order of relative importance? Or are they weighted equally?	The PTC will weigh these criteria equally.
27	Part I – Page 3 of 9	Table I- 1: Key Procurement Dates	Email address for submitting proposal.	When emailing our proposal to the PTC email address listed in Table I-1, what file size limit does the PTC’s email system have?	The Commission’s limit is 100 MB per email.
28	Part I – Page 2 of 9	I-8 Subcontracting	Subcontracting	Are letter vendors and skip tracing data suppliers considered subcontractors?	The PTC considers any work not performed directly by the proposer as a subcontractor.
29	p. 42 of 96 of the pdf	Appendix A – Sample Contract	Sample Contract	Does PTC want Offerors to submit exceptions with their proposal, if they have any? If yes, where in the proposal should we put them, and does PTC want “red-lines” of proposed changes?	Yes, the PTC will accept exceptions with the proposal. Red-lines or a list of exceptions to the sample contract (Appendix A) can be included as Attachment 7 – additional documents.

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			RFP20-10230-8784		
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30	n/a	n/a	General	What is the current fee rate charged by the current contractor?	The current vendor receives 15% on all amounts collected.
31	Part I – Page 1 of 9	I-1. Purpose and I-5 Type of Contract	Number of contract awards	Please confirm how many collection agencies it intends to contract as a result of this RFP. Section I-1 refers to “multiple debt collection Contractors ...” while section I-5 mentions “up to two contracts ...”	The PTC cannot provide a definitive answer to this question as it will depend on the quantity and quality of proposals received.
32	Part I – Page 1 of 9	I-1. Purpose	Name of current contractor	“At the time of this RFP, the PTC currently has an agreement with one (1) debt collection vendor.” Question: With which collection agency(ies) are you currently contracted?	The PTC’s current debt collection vendor is Professional Account Management, a Duncan Solutions Company.
33	Part IV – Page 4 of 15	4.3 Debt Placement	Secondary placements	If the contract is awarded to a different vendor than currently contracted, will you be recalling the accounts previously listed to the current vendor and forward those accounts to the new vendor?	The PTC will not recall debt from the current vendor. The selected contractor(s) will only receive newly placed debt.
34	Part IV – Page 4 of 15	4.3 Debt Placement	Backlog volume	If yes, what is the overall volume of those accounts (number of accounts and total dollar value) that you anticipate would be referred for collections?	N/A, See response to Question 33.
35	Part IV – Page 4 of 15	4.3 Debt Placement	Secondary placements	If yes, will these accounts be allowed to be bid at a different rate since these are what the collection industry calls “seconds” and are not primary placed accounts?	N/A, See response to Question 33.
36	n/a	n/a	General	In the most recent fiscal year, what dollar amount did each of your current contractors retain in fees?	See response to Question 4.

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RFP20-10230-8784					
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37				I am a small diverse business owner. I'm looking to partner with a prime on the above referenced RFP. There is no pre-proposal conference scheduled for this bid solicitation. Is there an opportunity for SDB owners such as myself to connect with the primes? Is there a published list of prospective bidders? Any assistance would be greatly appreciated.	The PTC does not have a list of proposers, so we are unable to provide this information.
38	74	Appendix G – Debt Collection Volumes and Statistics	Debt Collection Statistics	What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?	TBP accounts are sent after 60 days, PRE accounts are sent to collections after 90 days, DV accounts are sent to collections after 105 days
39	74	Appendix G – Debt Collection Volumes and Statistics	Debt Collection Statistics	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	See response to Question 4.
40	74	Appendix G – Debt Collection Volumes and Statistics	Debt Collection Statistics	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?	See response to Question 5.
41	23	Part III	III-3. Proposal Evaluation	To what extent will the location of the contractor's Communication Center and/or corporate headquarters have a bearing on any award(s)?	The location of the Contractor's Communication Center is referenced in Proposal Section 1(Firm Overview) item 1b. As it is part of the RFP, it will be taken into consideration in the selection process.
42	General			What are the current contingency rates?	The PTC can only provide historical data as reported in Appendix G. The PTC cannot forecast or predict future accounts that will be sent.

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		RFP20-10230-8784			
#	Page	Section	Section Description	Proposer Question	Commission Response
43	General			What collection activity is performed prior to placing accounts with contractor(s)?	TBP customers are sent an invoice after 30 days. If payment is not received within 30 days, a past due invoice is sent. If payment on the past due invoice is not received within 30 days, the TBP invoice is sent to collections. PRE debt is associated with PTC E-ZPass customers who have a negative or insufficient account balance with no funds available to pay tolls. The PTC notifies the customer of the status and provides them with 30 days to respond. If the customer fails to respond after 30 days, the customer is sent a second notification. If no response is received within 30 days, the customer is sent a final demand with 30 days to response before being turned over to collections. DV customers are sent an invoice and if payment is not received for 30 days, a past due notice is sent. If payment on the past due notice is not received within 30 days a final notice is sent. If payment is not received within 30 days of the final notice, the DV invoice is sent to collections.
44	General			What is the estimated percentage of assigned accounts without telephone numbers?	The PTC does not provide telephone numbers for any debt referred to collections.

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RFP20-10230-8784					
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45	70	Appendix F – Diverse Business (DB) Requirements	Submission Requirements	If the Contractor is a General Services Administration (GSA) contractor performing accounts receivable management services for multiple Federal and State Government agencies, and adheres to Diverse Business Requirements at the Federal level, would PTC consider the Contractor exempt from the DB Requirements outlined in this proposal?	No, the Diverse Business requirements will remain.

All other terms, conditions and requirements of the original RFP dated July 8, 2020 remain unchanged unless modified by this Addendum.