

RESPONSES TO BIDDER QUESTIONS

Question 1: Regarding Section 4.7 Transition Services, item c “send a letter to all Accounts notifying them that Contractor will no longer be handling the Account;” Since the FDCPA requires any new Contractor to send a first letter will the AOC consider modifying or deleting this requirement of the former Contractor?

AOC Response: **No. Although a new Contractor will send a letter, it is still our requirement to have the existing Contractor notify all Accounts.**

Question 2: In reviewing the Master Agreement for Collection Services it noted that there is a reference in Section 2.1 Scope of Services to "Exhibit A, Statement of Work (the 'Services')", page F-2. Is there a draft document for the referenced Exhibit A that can be reviewed at this time?

AOC Response: **No. Appendix F is the “Form” of Master Agreement and Exhibit A will be based upon the requirements of the RFP along with the information submitted in a Contractor’s proposal.**

Question 3: Why is the contract out to bid at this time?

AOC Response: **The term under the current master agreements is due to expire.**

Question 4: Do you expect the number of vendors to go up, down, or remain the same as a result of this procurement?

AOC Response: **We are expecting the number of master agreements to either remain the same or go up. However, without an evaluation of the proposals submitted, we are unable to make a determination at this time.**

Question 5: Are there vendors under contract with the state not currently servicing any participating entities, and if so, who are those vendors?

AOC Response: **Please see the Programs and Vendors List on the solicitation’s webpage (i.e., <http://www.courtinfo.ca.gov/reference/rfp/cscollsvcs-rfp.htm>)**

Question 6: Has the current contract gone full term?

AOC Response: **The current master agreements are due to expire December 31, 2008**

Question 7: Will you also be referring secondary placements, and should bidders provide proposed fees for secondary placements?

AOC Response: **If the proposed fee for secondary placements is different, a definition of secondary placements and proposed fees should be included in bid.**

Question 8: Are all cases fully adjudicated?
AOC Response: **Felony and misdemeanor cases are fully adjudicated, traffic infraction cases vary by Participating Entity. Other Participating Entities require assistance with the collection of reimbursements for services or as a result of a fine or sanction imposed.**

Question 9: Is the historical data provided indicative of the amount of bad debt placed with agencies as of the end of each fiscal year or the amount placed during that fiscal year?
AOC Response: **The historical data is indicative of the amount of court-ordered debt that is outstanding. Not all debt has been placed with private collection agencies.**

Question 10: To the greatest extent possible, please provide the following data:

(a). Current contingency fees or other fees currently being billed by any incumbent(s), by category.
AOC Response: **Copies of the pricing sheets from the current master agreements can be obtained by contacting Pubinfo@jud.ca.gov. The cost of obtaining these public documents is \$0.15 per page.**

(b). Total historical average age of accounts at placement (at time of award and/or on a going-forward basis), by category if relevant or possible;
AOC Response: **The historical data in Section 4.9 of the RFP is the only historical data we have at this time.**

(c). Contracted contingency fees and/or actual dollar amounts of monies paid last year to any incumbent(s), if applicable by category?
AOC Response: **See AOC Response to 10.a. The AOC did not collect data last year regarding the dollar amount collected by a private vendor.**

(d). The monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?
AOC Response: **As stated in the RFP, Participating Entities may or may not use any master agreements resulting from this solicitation; therefore, we cannot answer this question.**

(e.) The monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

AOC Response: As stated in the RFP, Participating Entities may or may not use any master agreements resulting from this solicitation; therefore, we cannot answer this question.

(f.) Historical rate of return or liquidation rate either provided by any incumbent(s) or anticipated as a result of this procurement?

AOC Response: The historical data in Section 4.9 of the RFP is the only historical data we have at this time. As stated in the RFP, Participating Entities may or may not use any master agreements resulting from this solicitation; therefore, we cannot provide “anticipated” results.

(g.) Any other relevant statistical data about the portfolio?

AOC Response: The historical data in Section 4.9 of the RFP is the only historical data we have at this time.

Question 11 How many accounts, including dollar volume, were placed monthly with each vendor(s) for the previous contract?

AOC Response: See AOC Response to 10.a. The AOC doesn't collect data regarding the dollar amount collected by a specific court or county

Question 12 What were the fees charged by each vendor?

AOC Response: See AOC Response to 10.a.

Question 13 What were the dollars recovered and the recovery percentage rate for each vendor by fiscal/calendar year? Were accounts placed a second time with the vendors?

AOC Response: See AOC Response to 10.c.

Question 14 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?

AOC Response: No. How a particular Court or County would deal with such a situation is up to each Court or County.

Question 15 What is the volume range of dollar amounts to be placed with each vendor?

AOC Response: See AOC Response to AOC Response to 10.c.

- Question 16** What is the aging of the debt by volume?
AOC Response: See AOC Response to 10.b.
- Question 17** What is the average balance of accounts to be placed with each vendor?
AOC Response: See AOC Response to 10.e.
- Question 18** What is the median balance of accounts to be placed with each vendor?
AOC Response: See AOC Response to 10.e.
- Question 19** How many accounts does the AOC anticipate initially placing with vendors?
AOC Response: See AOC Response to 10.d.
- Question 20** What will be the distribution periods of referrals after the initial “dump” of accounts?
AOC Response: New or existing accounts will be referred as decided by the specific Participating Entity.
- Question 21** Does the AOC attempt to collect on these accounts for a period of time before placing them with a vendor? If so, for how long?
AOC Response: The AOC does not current collect on any accounts. If or for how long, a Participating Entity may attempt to collect on an account is up to the Participating Entity. Note that the Pricing Proposal has various ages for each type of account.
- Question 22** How many of the current programs require onsite staffing?
AOC Response: Unknown; determined by each Participating Entity.
- Question 23** What is the average number of onsite FTEs per program?
AOC Response: Unknown; if necessary, will be determined by each Participating Entity.
- Question 24** How should we propose pricing for the onsite staffing?
AOC Response: How a proposer would price this service is up to the proposer. Please refer to Section 4.2 of the RFP.
- Question 25:** Do you have any expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or "disadvantaged" businesses?
AOC Response: The RFP states the AOC’s full requirements.

Question 26

Regarding Section 2.3.3 Minimum Qualifications, Number 2 states “Proposer has a collection services revenue greater than 3 million per year each of the last three years”. We are a small business and do not meet the revenue requirement, will there be a “small business set aside?”

AOC Response:

This solicitation has no “small business set aside.” However, small businesses may partner with other firms in order to meet the minimum qualifications.

END