

City of York

Collection Agency RFP

Questions & Answers

1. Please confirm the due date for this procurement is 12/5/2016.

Yes, all bids must be received no later than 2:00 pm on Monday, December 5, 2016.

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

No later than 2:00 pm on Monday, November 21, 2016. See page 14 of the RFP under the section of Questions Regarding Specifications or Proposal Process.

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

With the new implementation of the sewer/refuse system we are looking into all delinquent collection options because the City has a high rate of delinquent sewer accounts.

4. When is the anticipated contract start date?

Spring 2017

5. Has the current contract gone full term?

The City is not currently under contract with any agency.

6. Have all options to extend the current contract been exercised?

The City is not currently under contract.

7. Who is the incumbent, and how long has the incumbent been providing the requested services?

The City is not currently under contract.

8. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Consistent with the City's Codified Ordinance 136, in evaluating bids and proposals, The City of York allows for up to 12 points out of a possible 100 for local and small business enterprises.

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

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

The City is not currently under contract.

11. To how many vendors are you seeking to award a contract? One (1)

12. Please describe your level of satisfaction with your current vendor(s), if applicable.

The City is not currently under contract.

13. Do you subscribe to any offset programs?

The City does not currently subscribe to any programs but is exploring options.

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

Water Service Termination Notices are the City's first attempt of collection resulting in condemnation if not paid. Repeat offenders and absentee landlords will be placed with the collection agency.

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

The current backlog of properties that have had water shut off is 233 accounts. The dollar value and category breakdown of the accounts is not available at this time but the City has approximately 13,750 accounts.

16. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

At six months past due the City will initiate the water service termination process and if the account is still not paid within 60 days the account will be placed for collections.

17. What is the expected placement schedule (i.e. will accounts be placed daily, weekly, monthly, quarterly, etc.)?

Accounts will be placed on a monthly basis within two weeks of the end of the billing cycle.

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

The dollar value of every account will vary and the category breakdown is unavailable at this time.

19. 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?

The City currently does not have any incumbent(s) and the result the City expects is to reduce the number of unpaid Sewer/Refuse accounts and increase cash flow to the City of York.

20. What computer software system do you use to manage your accounts/inventory?

Microsoft Dynamics AX 2012

21. Do you have any plans of changing that system in the future, and why/why not?

The City is in the process now of implementing Microsoft Dynamics AX 2012. Any future upgrades will remain within Microsoft.

22. The RFP states that certified financial reports are required. Will you accept reviewed financials?

No, the financial report must be certified.

23. Does the City use any specific billing software that can be interfaced with or how will accounts be submitted?

The City is in the process of implementing Microsoft Dynamics AX 2012.

24. Who is on the selection committee or will City Council make the decision?

There will be a selection committee and based on the total dollar value of the contract, it may have to go before council.

25. For the purpose of this RFP, please define the term, "subcontractor." Is a subcontractor considered another agency collecting monies on behalf of the awarded Vendor, YES or is a subcontractor any agency exposed to City data performing periphery collection services, such as letter vendors, skip-tracing vendors and shredding vendors? NO

26. Does the City require the successful bidder to obtain a Business Privilege License?

Yes. More information about the Business Privilege License may be obtained from the York Adams Tax Bureau and is available at www.yatb.com.

27. Please provide the total number of delinquent residential vs commercial accounts.

This specific information is not currently available but the majority of the delinquent accounts are residential.

28. Are litigation services sought under the RFP?

The City is not currently subscribed to any programs but is willing to explore options.

29. Please confirm that the Non-Collusion Affidavit and Non Discrimination Statement are the ONLY forms that must be submitted with proposal.

Yes, the Non-Collusion Affidavit and Non Discrimination Statement must be submitted with the proposal. In addition the questionnaire must be submitted with your proposal. Certification of Non-Indebtedness, Indemnity Agreement, and Stipulation Against Liens are forms for informational purposes that will need to be completed upon contract award.

30. Is an Ordinance in place billing/charging the owner vs tenant of a property?

Yes. Article 951 defines who the owner of a property is for sewer collection purposes. The City holds the owner of the property liable for sewer/refuse bills even if the property is tenant occupied.

31. What is the current billing timeline for City customers (number of notices sent, phone calls made, service termination timeframe etc.)? Is billing monthly or quarterly?

York City sewer bills are sent out on a monthly basis. Once a customer becomes 6 months past due, we start the water termination process which gives us 60 days to collect or terminate water service. The City of York does not make collection phone calls.

32. Does the City prefer vendors propose an attorney/legal collection program as well? If yes, can vendors propose a separate compensation structure?

The City does not have a preference but yes, you can submit alternative compensation structures.

33. Can we extract the questions on pages 10-12 and answer in a separate document with more space?

You may submit the answers to the questionnaire in another document.

34. Will the City provide social security numbers and if yes, is credit reporting permitted?

Credit reporting is permitted however we will not be providing social security numbers because we do not have access to that information.

35. Would accounts be subject to legal?

The City is open to all options.

36. Does the City of York have TCPA language incorporated into its admission forms/customer contracts expressing prior consent to be contacted via cell phone?

No

37. Does the City currently have a Resolution passing any delinquent collection fees to the consumer?

No. The city is in the process of amending our ordinance to allow this.

38. What are the weights of the criteria listed on page 13 to be used to evaluate proposals?

The criteria listed on page 13 will total 88% of the evaluation process with cost being the most important. However, the award may or may not be made to the lowest proposal. The additional 12% will factor in based on Codified Ordinance 136, local and small business enterprise program.

39. Will the vendor's collection fee be added to the amount due the City? No For example, if \$100 is referred for collection and the vendor proposes a 50% collection fee, is the amount to collect now \$150? If yes to adding the fee, does the City incorporate language into their service agreements to allow the addition of collection fees?

The City is in the process of amending our ordinance to allow collection related fees to be applied in addition to penalties and interest but the ordinance will not allow for the fee to be commissioned based.

40. What improvements would the proposer like to see from the vendor on this contract versus the previous contract? N/A

41. Will local small businesses have an advantage in an RFP under Article 136.02 of the Codified Ordinances? Does the committee share the same opinion that Article 136.02 would play a role in an RFP?

Yes, Article 136 will be factored in the selection process.