

Amendment #2 – Attachment A

CFOPD-23-R-026 – Universal Tax Collection Services (Primary)

Question 1 Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Response 1 As per Amendment #1 the due date is May 3, 2023, at 2:00PM.

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

Response 2 The responses are hereby provided in this Amendment.

Question 3 When is the anticipated contract start date?

Response 3 The anticipated start date is June 2023.

Question 4 When is the anticipated award date?

Response4 The anticipated award date is June 2023.

Question 5 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?

Response 5 The RFP provides a pricing schedule under Section B.5. Offerors are required to submit their price proposal accordingly, but the Offeror may provide an alternate pricing schedule in addition to the requirement set forth in Section B for information purposes only.

Question 6 Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Response 6 This question is not germane to the solicitation.

Question 7 How are fees currently being billed by any incumbent(s), by category, and at what rates?

Response 7 All pricing information regarding the incumbent and the current contract (Contract No. CFOPD-16-C-002 is posted on the Cobblestone Gateway at [Contract Insight - Collaboration Portal \(cobblestonesystems.com\)](#)).

Question 8 What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Response 8 The District paid \$24,847.86 in the month of March 2023.

Question 9 To how many vendors are you seeking to award a contract?

Response 9 The District intends to award one (1) contract for the required services.

Question 10 To what extent are these accounts owed by private consumers versus commercial businesses?

Response 10 The delinquent accounts include an average of 90% delinquent resident and 10% delinquent nonresident individual income tax accounts. The age of the accounts generally ranges from four (4) months to two (2) years.

Question 11 What collection attempts are performed or will be performed internally prior to placement?

Response 11 The collection system generates a Notice of Tax Due and a subsequent Notice of Enforcement (by statute) and a Collection Agency notice. After the time to resolve the account has expired, it will be sent to the first vendor collection agency if the tax type is not one that bypasses the Outsource collection process.

Question 12 Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

Response 12. The Offeror will not litigate balances on assigned cases.

Question 13 What is the total dollar value of accounts available for placement now by category, including any backlog?

Response 13

Row Labels	Total Dollar Value	Average Account Balance	Total Number of Accounts
Outsourced Collection - Bus	\$7,594,863.81	\$1,518.67	5001
Outsourced Collection - Ind	\$17,549,957.32	\$3,336.49	5260
Grand Total	\$25,144,821.13	\$2,450.52	10261

Question 14 What is the total number of accounts available for placement now by category, including any backlog?

Response 14

Row Labels	Total Dollar Value	Average Account Balance	Total Number of Accounts
Outsourced Collection - Bus	\$7,594,863.81	\$1,518.67	5001
Outsourced Collection - Ind	\$17,549,957.32	\$3,336.49	5260
Grand Total	\$25,144,821.13	\$2,450.52	10261

Question 15 What is the average balance of accounts by category?

Response 15

Row Labels	Total Dollar Value	Average Account Balance	Total Number of Accounts
Outsourced Collection - Bus	\$7,594,863.81	\$1,518.67	5001
Outsourced Collection - Ind	\$17,549,957.32	\$3,336.49	5260
Grand Total	\$25,144,821.13	\$2,450.52	10261

Question 16 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?

Response 16 **Approximately 11.5 percent.**

Question 17 What billing Servicer do you utilize?

Response 17 **The MITS tax system creates the bills and mails them out to the taxpayers, we don't use any outside service provider.**

Question 18 Have all cases been fully adjudicated by the time of placement?

Response 18 **Notices required by statute have been generated and sent to the last known address.**

Question 19 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?

Response 19 **Yes, once the current contract terminates and the new contract is awarded. At an agreed upon start date, this process will commence.**

Question 20 What is your case management/accounting software system of record?

Response 20 **Gen Tax (MITS)**

Question 21 Who is your electronic payment/credit card processing vendor?

Response 21 **The District uses Wells Fargo for ACH payments and credit card processing is currently through Citibank/Kubra.**

Question 22 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?

Response 22 **The successful Offeror may propose alternative services as options for the District to consider once a contract has been awarded.**

- Question 23 How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?
- Response 23 Through confirmation of the Contractor. If the Contractor can confirm the status through receipt of a death certificate, or if the information is available through our warehouse.**
- Question 24 How do your current processes and/or vendor relationship(s) handle the death of a responsible party?
- Response 24 If a taxpayer is deceased and the vendor can provide verification such as a death certificate, the account is subsequently pulled and worked internally for information regarding probate and estate for proof of claim consideration.**
- Question 25 Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?
- Response 25 See response number 24. This process will remain as is now and in the future.**
- Question 26 Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?
- Response 26 Yes, we do search and file probate estate claims. The District has not considered this approach but may consider it in the future. Presently, we only file probate cases when a decedent's family contacts us.**
- Question 27 Can you please indicate what inbound and outbound contact methods, beyond phone calls or letters (such as email and text), would be permitted by the scope of work?
- Response 27 None.**
- Question 28** Regarding B.5 Price Schedule on page 3 of the RFP: What is the current fixed percentage rate being charged by the current contractor for universal tax collections – primary?
- Response 28 All pricing information regarding the incumbent and the current contract (Contract No. CFOPD-16-C-002 is posted on the Cobblestone Gateway at [Contract Insight - Collaboration Portal \(cobblestonesystems.com\)](https://cobblestonesystems.com).**
- Question 29 Regarding B.5 Price Schedule on page 3 of the RFP: What were the total fees paid during the last calendar year to the incumbent for universal tax collections – primary?
- Response 29 The District paid \$254,534.65 (FY2022 October 1, 2021 – September 30, 2022).**
- Question 30 Regarding B.5 Price Schedule on pages 2-5 of the RFP cross-referenced with L.3.3 Price Proposal on page 63 of the RFP: Does the District require itemized responses to items B.1, B.2, B.3, B.4, and B.6 as part of an Offeror's Price Proposal, or is the information presented in these five sections provided as general information, and agreement to each is inherent in an Offeror's submission of a proposal?
- Response 30 The Offeror is not expected to respond to these sections. They are general information and binding clauses that will be included in the final contract.**

Question 31 Regarding C.2 Background on page 6 of the RFP: What is the current six-month batch liquidation rate? For example, for accounts specifically placed in January 2022, what was the liquidation rate for that batch as of July 31, 2022?

Response 31 See District's response to Question #16.

Question 32 Regarding C.8 Reports, item A on page 10 of the RFP: Is the letter referenced here required to be a tangible letter that is physically mailed to the designated OTR point of contact, or can this be an electronic letter that is emailed to the contact?

Response 32 This can be accomplished through electronic transmission to named points of contact.

Question 33 Regarding L.3.2 Technical Proposal on page 62 of the RFP: Can an Offeror include a Cover Letter to precede the Technical Approach and Methodology? If so, should this letter be addressed to the contact on the Solicitation, Offer, and Award form, OR, to the Contracting Officer named on page 19 of the RFP?

Response 33 It can be addressed to the Contracting Officer or Contract Specialist.

Question 34 Regarding L.3.2 Technical Proposal on page 62 of the RFP: Can an Offeror include a Table of Contents to precede the Technical Approach and Methodology?

Response 34 Yes.

Question 35 Regarding L.3.2 Technical Proposal on page 62 of the RFP: Can an Offeror include a tabbed Appendix at the end of their overall Technical Proposal, to include items referenced throughout its proposal, e.g., Sample Reports?

Response 35 Yes.

Question 36 Regarding L.3.3 Price Proposal, item 2 on page 63 of the RFP: Is the District requiring only one of any of these items, or does the District want both a DUNS number and financial statements, as an example?

Response 36 Either is fine.

Question 37 Regarding L.12.1 and L.12.3 on page 66 of the RFP: Both of these sections reference and provide direction for labeling a total of three separate files, including one for a redacted proposal.

- i. Is the "redacted proposal" a reference to just the Technical Proposal?
- ii. Can an Offeror also redact information from its Price Proposal? If so, will the District authorize a fourth distinct file upload of a redacted Price Proposal, such that four files comprise an Offeror's total proposal to the District, thus keeping redacted versions of Technical and Price separate?

Response 37 The redacted copy applies to both technical and price if warranted by the Offeror.

Question 38 Regarding L.12.6 Redacted Proposal Copy, cross-referenced with L.15 Restriction on Disclosure and Use of Data: In that Offerors who are claiming confidentiality for portions of their proposals are already required to submit a redacted copy of their proposal, will the District clarify whether the original Technical Proposal and/or the original Price Proposal are exempt from the protocol described in L.15 (given that there is a redacted copy required), or whether both the redacted volumes and the original volumes are equally subject to L.15. Specifically, are the disclaimers provided in L.15 required on the covers (and on the numbered inside pages) of just the original volumes, or the redacted copies, or both?

Response 38 The redacted version should only include information that the Offeror is willing to disclose. The District recommends that you adhere to Section L.15 in case there is an overlap between the redacted and original proposals.

Question 39 Regarding Equal Employment Opportunity Employment Information Report (page 1): Under the instructions for this form, Offerors are directed to submit two (2) copies of DAS 84-404 or Federal Form EEO-1 with their proposals: Should two copies (as directed) be prepared, signed, and submitted within the Price Proposal? Or is one copy sufficient?

Response 39 One copy is sufficient.

Question 40 Regarding J.4 Confidentiality and Non-Disclosure Affidavit Acknowledgement Form, cross-referenced with L.3.3 Price Proposal, item 4 on page 63 of the RFP: This form appears to be for individual use with employees and subcontractors after a contract is awarded. Please confirm that a completed J.4 form is not required as part of an Offeror's Price Proposal.

Response 40 The Offeror will be required to complete upon contract award.

Question 41 Are work-at-home collection agents allowed?

Response 41 The Contractor shall provide a secure environment for employees working accounts placed for collection by the OTR.

Question 42 Why is the solicitation out to bid at this time?

Response 42 The current contract is set to expire this year.

Question 43 Have all option periods in the current contract been exercised?

Response 43 Yes.

Question 44. For each of the three most recent fiscal years, please provide:

- a. Actual dollar amounts placed for collection under the current contract.

Response 44a.

Row Labels	Total Dollar Value	Average Account Balance	Total Number of Accounts
Outsourced Collection - Bus	\$7,594,863.81	\$1,518.67	5001

Outsourced Collection - Ind	\$17,549,957.32	\$3,336.49	5260
Grand Total	\$25,144,821.13	\$2,450.52	10261

b. Actual number of accounts placed for collection under the current contract.

Response 44b.

Row Labels	Total Dollar Value	Average Account Balance	Total Number of Accounts
Outsourced Collection - Bus	\$7,594,863.81	\$1,518.67	5001
Outsourced Collection - Ind	\$17,549,957.32	\$3,336.49	5260
Grand Total	\$25,144,821.13	\$2,450.52	10261

c. Actual dollars collected.

Response 44c.

Outsourced Performance

Report Generated: 3/13/2023 10:52:15 AM

Date From: 2/1/2023
Date To: 2/28/2023

First Vendor

Status	Count	Tax	Penalty	Interest	Total
Beginning	6,121	\$7,285,176.35	\$3,049,596.73	\$1,969,801.91	\$12,304,574.99
Placed	1,146	\$1,083,048.47	\$728,979.09	\$346,669.24	\$2,158,696.80
Recalled	2,164	\$2,234,060.43	\$805,997.11	\$397,003.11	\$3,437,060.65
Recon Recall	0				
Closed	585				
Update	0	(\$387,910.33)	(\$219,282.55)	(\$28,270.45)	(\$635,463.33)
Ending	4,518	\$5,746,254.06	\$2,753,296.16	\$1,891,197.59	\$10,390,747.81

Total Monthly Commissionable Payments \$398,939.31

Question 45. How frequently will accounts be placed for collection services?

Response 45 Weekly.

Question 46 On a going-forward basis, per month, what is the overall volume of accounts (number of accounts and total dollar value of accounts) that you anticipate referring for collections?

Response 46 It's variable and hard to predict but it will be in the same order as per the stats provided in Question 44.

Question 47 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?

Response 47 Yes.

Question 48 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?

Response 48 See the response for question No.44.

Question 49 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?

Response 49 The District has a secondary collections account, the District will determine how the accounts will be classified.

Question 50 What is the average balance of the accounts you will refer for collections? If possible, please break out by individual income taxes vs. business taxes

Response 50 See response to question No.44

Question 51 What is the age of the oldest accounts you will refer for collections?

Response 51 The age of the accounts generally ranges from four (4) months to two (2) years.

Question 52 What collection attempts are made prior to placement with a collection agency?

Response 52 A Notice of Tax Due, Notice of Enforcement (statute requirement) and Collection Agency notice are provided prior to placement.

Question 53 What is the overall historical liquidation rate / recovery rate achieved by the incumbent collection agency?

Response 53 See response to question No.16.

Question 54 In the most recent fiscal year, what dollar amount did your current collection agency retain in fees?

Response 54 \$125,875.33 FY2023 (October 2022 – present) invoiced.

Question 55 Are digital signatures allowed on required bid forms? Our company utilizes DocuSign, which provides certified legally binding digital signatures of contract documents. The signer will be a person legally authorized to bind our company.

Response 55 Yes

Question 56 Regarding Section I.30, “INSURANCE,” paragraph B., “PRIMARY AND NONCONTRIBUTORY INSURANCE,” on Page 55 of 73, it is typical that insurers will allow coverage to be primary and noncontributory on general liability, but not with respect to other policies, including Automobile, Commercial General Liability, Worker's Comp, Employer's Liability, Crime Insurance, Cyber Liability, Employment Practices Liability, Installation Floater Insurance, Professional Liability (E&O), and Commercial Umbrella or Excess Liability coverage. Please clarify whether it is the Authority's intent to require that only general liability coverage is primary and noncontributory.

Response 56 This can be considered at time of award.

- Question 57** What results, metrics, and/or processes are you seeking to improve or enhance under this contract?
- Response 57** **Liquidation rates, increased collection of delinquent debt and providing quality customer service to all customers; and remaining in compliance with Publication 1075 requirements.**
- Question 58** Regarding attachment J.1, what Occupation Code and title would apply to debt collection agents, if any?
- Response 58.** **The Offeror will need to make this determination.**
- Question 59** Section I.30, First Source Employment Agreement – If a contractor is located somewhere other than the District of Columbia, is that firm exempt from the requirement that at least 51% of the new employees hired to perform under the contract shall be District residents?
- Response 59** **The Offeror should reach out to the Department of Employment Services regarding this requirement.**
- Question 60** On Page 7, Section C.3.4 “Remitting Collections”, the section refers to a daily deposit process, with accompanying files, sent to the OTR and its respective bank. Is this a requirement that the District plans to utilize?
- Response 60** **No, this requirement is hereby removed per Attachment B.**
- Question 61** Page 63, Section III(c) & Attachment J.6 “Past Performance Evaluation”: Can we use a District contract for past performance reference.
- Response 61** **Yes.**
- Question 62** Pages 54 & 55; Section I.30.A.1, I.30.A.6 & I.30.A.8. The first section requires General Liability in the amount of \$1m per occurrence and \$2M aggregate, yet Sections I.30.A.6 & I.30.A.8 require Employer Practices Liability for \$1M occ. / \$2M Aggregate and Professional Liability for \$5M occ/\$5M aggregate; these seem to conflict, as both employer practices and professional liability are typically covered under the General Liability Policies. We have both Professional Liability in the amount of \$5M and General Liability in the amount of \$1M occ/\$3M aggregate, and umbrella liability for \$10M. Please advise if the submission of the above-listed, General Liability, Professional Liability and Umbrella Liability policies will suffice to also cover the Employment Practices liability requirements.
- Response 62** **This can be discussed during contract award.**
- Question 63** Page 24, Section H.3.1(a) “CBE Subcontracting Requirements”: This section states that “...35% of the dollar volume...” must be subcontracted to a small business enterprise in the District. Since this is a collection service contract, please define what is meant by 35% of the dollar volume required for subcontracting. Does that mean 35% of the account balances/dollars/inventory referred to the prime contractor?

Response 63 As per the D.C. Code §2-218.32, 35% of the contract value shall be contracted to a CBE if the contract value is going to be over \$250,000.00 per year. The District has determined that the contract value is NTE \$950,000.00 in accordance with Section B of the solicitation.

Question 64 On Page 24, Section H.3.1(c) "CBE Subcontracting Requirements": This section states that "...the CBE must perform 35% of the contracting effort with its own organization and resources". We interpret Item (c) to mean that the subcontractor or their assigned staff must perform "collection services" under this contract on 35% of the inventory. Is that correct?

Response 64 The CBE subcontractor shall perform 35% of the work that is described under Section C of the solicitation.

Question 65 On Page 24, Section H.3 "CBE Subcontracting Requirements": As the incumbent, we have an existing contract with a CBE that does not expire until the current contract expires (June 2023); as such, can we submit our existing CBE contract along with the required subcontracting plans/forms as proof of any existing relationship (and, thus, if awarded, issue a new contract to our existing subcontract partner)? Or, are we required to obtain and submit a NEW subcontract with our existing CBE NOW, for submission with our proposal and/or as proof that we would utilize them if awarded under the new contract? It seems as if the existing subcontract we have in place until Contract CFOPD-16-C-002 officially expires would suffice with the explanation that we would issue a new contract to the same CBE upon award of this contract. Please advise.

Response 65 An Offeror shall submit a subcontracting plan with a qualified CBE to perform the services as part of their proposal. The subcontracting plan for the solicitation/pending contract has to be submitted with the offeror's proposal in accordance with Section H.3 or risk being non-responsive.

Question 66 Could the District provide the gross amount collected by the incumbent vendor for the last five years and detail the collection for each year?

Response 66 Yes, for FY18 (October 1, 2017 – September 30, 2018) \$4,726,636.94; for FY19 (October 1, 2018 – September 30, 2019) \$4,719,480.30; for FY20 (October 1, 2019 – September 30, 2020) \$3,827,252.25; FY21 (October 1, 2020 – September 30, 2021) \$5,382,770.40; and FY22 (October 1, 2021 – September 2022) \$4,748,088.42

Question 67 What is the commission fee rate for the incumbent vendor?

Response 67 Please see the response to question No 7.

Question 68 Please confirm the District is only looking to hire one (1) vendor.

Response 68 Yes.

Question 69 Please confirm the District is still using a secondary tier collection vendor.

Response 69 Yes.

Question 70 Approximately how old are the debts from the due date when they are referred for primary tax collections?

Response 70 Four months to two-years old.

Question 71 What is the average account balance?

Response 71 Please see the response to question No 54.

Question 72 Page 53 of the specifications, Section I.30, would the District permit subcontractors to have only the types of insurance and reduced coverage limits that are relevant/proportional to their role?

Response 72 Yes.

Question 73 Pages 54 & 55 of the specifications, limits of insurance for Cyber and Professional Liability are stated at \$5M; in section 9, \$5M of excess coverage is requested; is the District requiring \$5M limit total through a combination of an underlying policy and an excess policy or does the District require coverage of \$10M total? If the latter, can the limits be reduced to \$5M total? Similarly, is the District looking for total annual aggregate coverage for Employment Practices Liability of \$7M (\$2M plus \$5M)?

Response 73 This can be discussed during contract award.

Question 74 Is Employment Practices Liability coverage required for the contract or optional?

Response 74 This can be discussed during contract award.

Question 75 Attachment J.1; what occupation code is appropriate for the debt collection representatives for this procurement? What about for a Supervisor or Team Lead role?

Response 75 Please see response to question No. 58.

Question 76 Please confirm that the District requires the staff providing collection services to be paid the wages and benefits listed in Attachment J.1

Response 76 Yes, If applicable.

Question 77 Should prospective vendors submit the Employer Information Report and/or the First Source Employment Agreement documents with their response? If the prospective vendor is seeking a waiver to the First Source program, how should that be presented in the proposal?

Response 77 Yes, the First source documents and or the waiver request must be submitted with the proposal.

Question 78 Would the District consider extending the due date to allow prospective vendors sufficient time to partner with subcontractors, obtain quotes for additional types/limits of insurance, have references complete the J.6 form etc.?

Response 78 The due date has been extended per this amendment.

Question 79 On Page 3 of RFP, Section B.6.1: The District anticipates that 27,000 accounts with an estimated aggregate collection amount of \$34,000,000.00 will be referred in the base period. Please define what the District considers as the base period.

Response 79 The Base Period is for a one-year period starting upon award of the contract.

Question 80 What is your current primary agency's annual liquidation rate?

Response 80 Please see the response to question No.16

Question 81 How many primary collection vendors are expected to be selected as a result of this solicitation?

Response 81 One.

Question 82 What percentage of the accounts have email addresses and mobile numbers?

Response 82 The District is unable to provide this information as it is not available.

Question 83 What is the method used for account placement to the primary agency?

Response 83 Electronic file transmission.

Question 84 On Page 24 of the RFP, Section H.3.1: Beneficiaries of all non-construction contracts for government-assisted projects in excess of \$250,000, unless a waiver has been approved by the Director of the Department of Small and Local Business Development in accordance with D.C. Code §2-218.51, are required to subcontract at least 35% of the dollar volume to small business enterprises, as defined in D.C. Code §2-218.32.

A. Do you anticipate that this contract will exceed \$250,000? Is \$250,000 based on revenue or total collections?

Response 84A Yes, the District has established the value of the contract as Not to Exceed \$950,000.00

B. Please clarify if this is considered a government-assisted project.

Response 84B Yes.

C. What is the process for vendors who choose to submit a waiver?

Response 84C Waiver request should be submitted to the Contracting Officer on May 5, 2023.

Question 85 On Page 57 of the RFP, Section I.31: 51% District Residents New Hires Requirements and FirstSource Employment Agreement.

A. Please clarify the rationale for this requirement if a local Washington D.C. office is not mandatory, as stated in the RFP document, Page 11, section C.10.

Response 85A This is a District law.

B. Does this requirement apply if the vendor will not need to hire any additional collection associates?

Response 85B Yes, the Department of Employment Services can provide further explanation on what options you may have.

Question 86 Will accounts serviced by incumbent Contractor be referred to any newly selected Contractor? If so, please provide the number and dollar value.

Response 86 Yes, but the District will not know the number and dollar value until the transfer occurs.

Question 87 Please provide number and dollar value of accounts that have been referred to incumbent Contractor annually over the term of this contract.

Response 87 Please see response to question No. 44

Question 88 What is the incumbent's contract end date?

Response 88 June 2023, but may be extended.

Question 89 What is the anticipated award date for this contract?

Response 89 June 2023.

Question 90 Are Proposers permitted to mail collection notices via email in addition to traditional US Postal Service mail?

Response 90 No, Section C.3.3.2 of the solicitation only allows for direct mailings.

Question 91 Will the District consider a remote/work-at-home model for the collection agents?

Response 91 Please see response to question number 41.

Question 92 Why is the contract out to bid at this time?

Response 92 Please see response to Question No. 42

Question 93 How many copies of proposals are vendors required to submit?

Response 93 The Offeror shall submit one copy of their proposal.

Question 94 Has the current contract gone full term?

Response 94 It will come June 2023.

Question 95 Have all options to extend the current contract been exercised?

Response 95 Yes.

Question 96 Who is the incumbent, and how long has the incumbent been providing the requested services?

Response 96 The incumbent is RSI Enterprises and has been providing the services for the duration of the current contract.

Question 97 How are fees currently being billed by any incumbent(s), by category, and at what rates?

Response 97 See response to Question 7.

Question 98 What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Response 98 \$24,847.86 -March 2023 (invoice)

Question 99 Please describe your level of satisfaction with your current vendor(s), if applicable.

Response 99 Not germane to this solicitation.

Question 100 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?

Response 100 These are primary placements only.

Question 101 What collection attempts are performed or will be performed internally prior to placement?

Response 101 Please see response to question number 52.

Question 102 What is the total number of accounts available for placement now by category, including any backlog?

Response 102 Please see response to Question No. 44.

Question 103 What is the average balance of accounts by category?

Response 103 Please see response to Question No. 44.

Question 104 What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

Response 104 Please see response to Question No. 44.

Question 105 What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

Response 105 Please see response to Question No. 44.

Question 106 What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

Response 106 Please see response to Question No. 44.

Question 107 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?

Response 107 Please see response to question No.16

Question 108 Have all cases been fully adjudicated by the time of placement?

Response 108 The customers have received all required notices (by statute and policy) before placement, but a taxpayer may still have rights to dispute and litigate a case placed with an outside collection agency.