



County of El Paso Purchasing Department
800 E. Overland Room 300
El Paso, Texas 79901
(915) 546-2048 / Fax: (915) 546-8180
www.epcounty.com

ADDENDA 2

To: All Interested Vendors
From: Araceli Hernandez, Formal Bid/Buyer
Date: January 28, 2021
Subject: RFP 21-013 Collection Agency Services for Court Fees for Budget & Fiscal Policy for the County of El Paso

This addendum has been issued to notify vendors of the following:

REVISED DATES:

- The Opening Date has been extended to **Wednesday, February 10, 2021 at 2:00 p.m.**
 - The Deadline for Questions has not been extended.
-

QUESTIONS/ANSWERS:

1. How many suppliers are currently servicing the contract?

Response: Currently, one supplier is serving the County.

2. Can you disclose who the current supplier/s is?

Response: As of 2017 to present time it is Harris & Harris Ltd.

3. What was the length of the last contract?

Response: Three years, after which the County retains the option to renew for two additional one-year terms.

4. Was a contract extension used?

Response: A six-month extension, within the County's renew option.

5. Can you provide historical recovery rates from the previous contract or any historical data?

Response: Approximately 3%.

6. What are your liquidation expectations in the new contract (what percentage of the accounts placed would you like to see collected – goals etc.)

Response: Vendor to propose the liquidation expectations.

7. What are the volumes and assignment numbers of the initial assignments?

Response: Approximately 37,435 cases valued at about \$13,044,756.

8. What are the volumes and assignment numbers of ongoing assignments?

Response: Accounts to be assigned weekly. Under normal operations, about 600 cases may be referred per month. Monthly placements may vary from time-to-time dependent on operational circumstances.

9. What is the frequency that you will transfer ongoing assignments?

Response: On a weekly basis.

10. What is the average balance of accounts?

Response: Average balance is about \$348.

11. What is the age of accounts at write off?

Response: The average age of the account's referral is about 3 to 12 months.

12. What is the average age of these account?

Response: Average age of initial placement is about 1.5 years. Average age of new placements is about 3 to 12 months.

13. Do you accept settlements or is payment in full required for all accounts?

Response: Settlements are not accepted.

14. What is the geographical breakdown of accounts?

Response:

- **Approximate Values.**
- **Geographical breakdown of accounts referred to collection agency.**

Year	Justice of the Peace	County Courts	District Courts
	# of Accts - \$ Amt.	# of Accts - \$ Amt.	# of Accts - \$ Amt.
2017	8 – \$2,749	115 - \$47,056	124 - \$39,725
2018	6,392 - \$1,623,030	2,221 - \$1,086,000	8,187 - \$3,187,649
2019	5,499 - \$1,662,339	1,840 - \$754,168	6,585 - \$2,537,661
2020	2,661 - \$650,063	1,783 - \$668,825	2,020 - \$784,937

15. What are the IT / transmission requirements?

Response: The IT transmission expectations are described in the specifications, Scope of Services, page 8, a-f.

16. How are the files assigned?

Response: Files are assigned after the County has exhausted internal collection efforts.

17. Is legal action a requirement?

Response: Legal action is not a requirement.

18. Will there be a notification for short-list and if so, what is the anticipated timeline?

Response: If a shortlist is to be provided, it would be sent out within 30 days of RFP opening.

19. What is the timeline for notification of award of the contract?

Response: The selected firm will be notified after the proposal has been awarded by Commissioner’s Court.

20. What is the expected go-live date for the new contract?

Response: Go-live is expected 30 days after the award of the contract and implementation.

21. How many suppliers will be selected?

Response: One supplier will be selected.

22. If selecting more than 1 supplier is it your intention to split the assignments evenly (50/50)?

Response: One supplier will be selected.

23. If selecting more than 1 supplier will there be performance monitoring and market share adjustments made to the compensate the top performing supplier to receive additional market share?

Response: One supplier will be selected. Performance monitoring will apply.

24. Will the County be reassigning the entire inventory from your existing supplier to the new contractor?

Response: Yes, the entire inventory from the current Vendor will be transferred to new Vendor.

25. If so will separate statistics be kept from the reassigned inventory and the new assignments?

Response: The County will monitor performance for future comparison.

26. Is the County currently tracking performance statistics and if so, are results shared with supplier?

Response: The County tracks performance statistics. Measures are reviewed quarterly between the County and the Vendor.

27. How many collection vendors is the County planning to select under this procurement?

Response: Once vendor to be selected.

28. What are the names of your incumbent collection vendors?

Response: From 2003 to 2017 – Delgado Acosta, Spencer, Linebarger & Perez, LLP and from 2017 to present – Harris & Harris Ltd.

29. How long have your current vendor(s) provided collection services on behalf of your organization?

Response: 2003-2017 – Delgado Acosta, Spencer, Linebarger & Perez, LLP and from 2017 to present – Harris & Harris Ltd.

30. What is the anticipated contract award date?

Response: The anticipated contract date is February 2021.

31. What is the contract term length?

Response: Contract term is described in the specifications, Overview, page 7.

32. Will account volume assigned to your incumbent collection vendor(s) be recalled and reassigned to the winning bidder(s)?

Response: Accounts with the incumbent Vendor will be recalled and reassigned to the winning bidder.

33. How long will the account volume be retained (prior to recall) with the winning bidder(s)?

Response: Account(s) may be recalled at any time for judicial reasons (e.g., warrant, dismissal, indigency), otherwise account(s) to remain with winning bidder for the duration of agreement.

34. What are the County's recall parameters (e.g., accounts recalled 180 days post-account assignment with no payment received in the last 90 days)?

Response: Account(s) may be recalled for judicial reasons (e.g., warrant, dismissal, indigency), otherwise account(s) to remain with winning bidder for the duration of agreement.

35. Will the winning bidder(s) receive account placements that were previously assigned with the County's incumbent collection agencies?

Response: Accounts with incumbent vendor will be recalled and reassigned to winning vendor.

36. What is the reconciliation process for this project?

Response: County's Financial Recovery Division and Auditor's Office reconcile accounts daily using required vendor remit reports and other reporting tools to confirm accuracy.

37. What debtor information will be provided (e.g., SSN, telephone, address, amount owed)?

Response: Debtor information described in specifications, Scope of Services, page 8, b.

38. What is the average age of accounts that will be assigned for collection (by account type)?

Response:

- **Average age on initial placement is about 1.5 years. Average age on new placements is about 3-12 months.**

Initial Placement:

- **District Courts – approximately 1 year 10 months.**
- **County Courts – approximately 1 year 9 months.**
- **Justice of the Peace Courts – approximately 1 year 6 months.**

39. What are the fee rates of the County's incumbent collection vendor(s)? How are the fees calculated?

Response:

- **25% - current Collection Agency Fee (CAF).**
- **CAF applied of the actual monies Vendor collects on behalf of the County.**
- **Vendor must deduct their fee (CAF) from monies collected prior to sending payment(s) to the County.**
- **CAF applicable towards payment amount applied to court fees only.**

40. What metrics, results, and/or processes is the County seeking to improve or enhance under this contract?

Response: Performance measures/metrics described in specifications, Performance Measures, page 10.

41. After the initial account placement, will collection vendors be assigned "future flow" account placements (perhaps based on their competitive performance)?

Response: Under normal operations, about 600 cases may be referred per month. Monthly placements may vary from time-to-time dependent on operational circumstances.

42. What are the roles of the individuals who comprise the evaluation committee?

Response: Reference the Conflict-of-Interest on page 33 and 34 of the specification to view titles of the possible evaluation committee.

43. Does the contract require any special handling of debtor correspondence?

Response: Contract does not require special handling of debtor correspondence outside the scope of RFP specifications.

44. On average, how much does the County's current vendor collect monthly (expressed as dollars recovered and liquidation rate)?

Response: Approximate average monthly amount collected is \$14,222.

45. What is the total number of delinquent accounts (expressed as number and dollar amount) that will be assigned for collections?

Response: Approximately 37,435 cases valued at about \$13,044,756.

46. How often will accounts be assigned with the vendor(s) (e.g., daily, weekly, monthly, quarterly)?

Response: Accounts to be assigned weekly. Under normal operations, about 600 cases may be referred per month. Monthly placements may vary from time-to-time dependent on operational circumstances.

47. On average, how many accounts (expressed as number and dollar amount) do you anticipate placing with the successful vendor monthly?

Response: Under normal operations, about 600 cases may be referred per month. Monthly placements may vary from time-to-time dependent on operational circumstances.

48. How are balances updated on the vendor's system? Does the County provide a daily update of the entire inventory?

Response: A daily inventory data update is provided to the vendor, communicated between the County and vendor systems.

49. What are the current vendor's historical recovery rate (liquidity rates) on accounts over the last three years?

Response: Approximately 3%.

50. What are the dollar amounts and contingency fees paid to the County's incumbent vendor(s) over the last three years (please include by account type if applicable)?

Response: Approximately \$30,771 have been paid in fees over the last three years.

51. The County mentions the responses are not to exceed 50 pages, does this include Forms and Exhibits?

Response:

A) Documents provided as examples/exhibits used as proof and illustration to support vendor ability does count towards the 50 page limit.

B) Cover letter, table of contents, insurance documents, certifications, and appendix do not count against the 50 page limit.

52. Due to COVID-19, would the County consider allowing bidders to submit an electronic submission of the response instead of a hard copy, as it will ensure the health and safety of County employees and limit the physical handling of materials?

Response: The County is not accepting electronic submittals at this time. No- in-person submittals are allowed. Vendors must mail via USPS or third-party carrier (i.e. Fed-Ex/UPS). The County of El Paso is not responsible for late deliveries of any kind or any reason.

53. What percent of debt has the incumbent been able to recover (liquidation rates)?

Response: Approximately 3%.

54. Are there any geographic restrictions from where the services must be performed (i.e. on-shore, near-shore, off-shore) including back office support?

Response: It is preferred but not required that Vendor services are performed within the State of Texas. Vendor must be licensed to conduct business in the State of Texas.

55. Are there any minimum diversity spend requirements?

Response:

- The Vendor is to employ bilingual collectors who can correspond with Spanish-speaking debtors both orally and in writing.**

- **Approximately 20% of debtors owing fees to the County are Spanish speaking only.**

56. Will there be any bond requirements or guaranties (i.e. letter/line of credit) for this RFP?

Response: Bonds are not required for this RFP.

57. Is the vendor allowed to use a letter vendor for collection letters?

Response:

- **Vendor may use a letter vendor for collection letters.**
- **Vendor must enumerate the capacity in which sub-contractors will be engaged in collection services on behalf of County.**
- **Any Vendor sub-contractor is at no cost or penalty to the County.**

58. With how many collection agencies does the County plan to contract as a result of this RFP?

Response: One collection agency to be contracted as a result of this RFP.

59. With which collection agency(ies) is the County currently contracted?

Response: As of 2017 to present, with Harris & Harris Ltd.

60. What is the current contingency fee rate for each current collection agency?

Response:

- **25% - current Collection Agency Fee (CAF).**
- **CAF applied of the actual monies vendor collects on behalf of the County.**
- **Vendor must deduct their fee (CAF) from monies collected prior to sending payment(s) to the County.**
- **CAF applicable towards payment amount applied to court fees only.**

61. Other outstanding debts (arrears, unpaid sums or obligations) as deemed appropriate and necessary." What type of receivables does #5 above refer to?

Response: Any other fees included in court fees and/or fines.

62. Under normal operations, about 600 cases may be referred per month.” What is the estimated dollar volume of cases referred per month, under normal operations?

Response: Under normal operations, \$209,078 is the average dollar value placed in a typical month. Monthly placements may vary from time-to-time dependent on operational circumstances.

63. Have the County’s courts been referring accounts for collection during the COVID-19 pandemic? If not, what is the County’s estimate for when the Courts will resume placing accounts for collection services?

Response:

- **Under normal operations, about 600 cases may be referred per month.**
- **Monthly placements may vary from time-to-time dependent on operational circumstances.**
- **Due to COVID19 pandemic, the County as a whole is not operating under normal conditions.**
- **The County does not have an estimate as to when normal account placement will resume as it is dependent on the severity of the COVID19 pandemic.**

64. The contracted Vendor can anticipate an initial placement of approximately 37,435 cases, valued at about \$13,044,756.” QUESTION: Related to the initial placement mentioned above, for each of the categories listed below, please provide the number of accounts outstanding by year and the outstanding dollar amounts by year.

For court fees, costs and fines on cases that have been referred by the Justice of the Peace Courts, County Courts and District Courts.

Response:

- **Approximates Values.**

Year	Justice of the Peace	County Courts	District Courts
	# of Accts - \$ Amt.	# of Accts - \$ Amt.	# of Accts - \$ Amt.
2017	8 – \$2,749	115 - \$47,056	124 - \$39,725
2018	6,392 - \$1,623,030	2,221 - \$1,086,000	8,187 - \$3,187,649
2019	5,499 - \$1,662,339	1,840 - \$754,168	6,585 - \$2,537,661
2020	2,661 - \$650,063	1,783 - \$668,825	2,020 - \$784,937

65. Please provide the number of accounts outstanding by year and the outstanding dollar amounts by year. For court fees, costs and fines for the Domestic Relations Office and District Court Protective Orders.

Response: Account and amounts are reported under the District Court stats (see question 64).

66. Please provide the number of accounts outstanding by year and the outstanding dollar amounts by year. For court fees, costs and fines for Attorney General/Child support cases (under the State of Texas and Non-Custodial Parent).

Response: Account and amounts are reported under the District Court stats (see question 64).

67. Please provide the number of accounts outstanding by year and the outstanding dollar amounts by year. For fines only assessed to Jury Duty Contempt cases; other outstanding debts (arrear, unpaid sums, or obligations) as deemed appropriate and necessary.

Response: Account and amounts are reported under the District Court stats (see question 64).

68. The contracted Vendor can anticipate an initial placement of approximately 37,435 cases, valued at about \$13,044,756." Are we correct in assuming that these are accounts were previously placed with a collection agency? 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:

- **Initial placement of approximately 37,435 cases, valued at about \$13,044,756 are accounts previously placed with collection agency.**
- **Vendor can propose a different Collection Agency Fee (CAF) rate for "seconds".**
- **CAF is not to exceed 30%.**

69. What is the average age of the accounts the County will refer for collections?

Response: Average age on initial placement is about 1.5 years. Average age on new placements is about 3-12 months.

70. What is the age of the oldest accounts the County will refer for collections?

Response: Approximately 3 years old.

71. What is the overall historical liquidation rate / recovery rate achieved by the incumbent?

Response: Approximately 3%.

72. In the most recent fiscal year, what dollar amount did each of the County's current contractors retain in Collection Agency Fees?

Response: In the most recent fiscal year, current vendor retained approximately \$47,313 in collection agency fees.

73. Please clarify whether the Contractor will only be collecting court fees, costs and fines for Attorney General/Child Support cases and will not be collecting on the actual delinquent/unpaid child support payments. Please also confirm that "other outstanding debts (arrears, unpaid sums or obligations)" does not include the actual child support payments.

Response: The vendor will only collect court fees and/or fines. Vendor will not collect actual delinquent/unpaid child support payments.

74. What collection activities are taken/pursued by the County on cases prior to referral?

Response: It is the County's intent to refer cases to the collection agency for further pursuit only after all due diligence has been exhausted by the County's Financial Recovery Division.

75. Is collection litigation included in the scope?

Response: Collection litigation not included in the scope.

76. How frequently will the County provide account/balance updates to the contractor (i.e. daily, weekly, etc.)?

Response: A daily inventory data update will be provided to the vendor, communicated between the County and Vendor systems.

77. What length of time does the contractor have to collect accounts?

Response: Account(s) may be recalled at any time for judicial reasons (e.g., warrant, dismissal, indigency), otherwise the account(s) to remain with winning proposer for duration of the agreement.

78. The Vendor is to employ bilingual collectors who can correspond with Spanish-speaking debtors both orally and in writing." QUESTION: What percentage of the inventory is Spanish speaking only?

Response: Approximately 20% of debtors owing fees to the County are Spanish speaking only.

79. Should Vendor elect to accept cashier's checks, money orders or checks, it will be at Vendor's risk. County will not be liable for insufficient funds." QUESTION: Will the County allow a 14-day holdover period for checks, given that County will not be liable for insufficient funds?

Response: The holdover period with the incumbent vendor is 21 days.

80. The Vendor will work with the County of El Paso if/when Warrant Round-Up or Amnesty Programs are requested or initiated; this may require the Vendor to send out additional notices at the Vendor's sole expense." QUESTIONS: When were the last Warrant Round-up and Amnesty Program conducted? How many letters did your current vendor send out? How does the Warrant Round-up work?

Response: The County has yet to conduct a warrant round-up with the assistance of a collection agency. It is the County's goal to do so.

81. CAF will not be applied to payments posted at County level. Vendor must agree to forgo CAF on payments made directly by debtor to County." QUESTION: What is the volume of payments made directly to the County?

Response: Approximately 232 payments made to the County per year.

82. What is your target date for contract award?

Response: The anticipated contract date is February 2021.

83. Including the bid/proposal sheet completed in its entirety and signed by an authorized representative by original signature." QUESTION: 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: Yes, digital signatures are allowed.

84. Any changes in the specifications will be posted on the County's website as an addendum." What is the latest date by which the County will issue any addendum related to this RFP?

Response: Addendum #2 issued on January 28, 2021.

85. Pursuant to Texas Local Government Code Section 262.032(b), any successful bidder who is awarded any contract in excess of \$50,000 may be required to execute a performance bond to the County. Said bond shall be in the full amount of the contract and must be furnished within 30 days after the date a purchase order is issued or the contract is signed and prior to commencement of the actual work. A performance bond required pursuant to this section shall be noted in the attached detailed bid specifications or scope of work. This section does not apply to a performance bond required by Chapter 2253, Texas Government Code." QUESTION: Can the County please confirm whether a performance bond is required for this contract? If yes, would evidence of crime insurance and/or errors & omissions in excess of the value of the performance bond be acceptable in lieu of the performance bond? If not, what dollar amount would be considered to be "the full amount of the contract"?

Response: Bonds are not required for this RFP.

86. Pursuant to Texas Local Government Code Section 262.032(b), any successful bidder who is awarded any contract in excess of \$50,000 may be required to execute a performance bond to the County. Said bond shall be in the full amount of the contract and must be furnished within 30 days after the date a purchase order is issued or the contract is signed and prior to commencement of the actual work. A performance bond required pursuant to this section shall be noted in the attached detailed bid specifications or scope of work. This section does not apply to a performance bond required by Chapter 2253, Texas Government Code." QUESTION: Please confirm that the requirements under Chapter 2253, Texas Government Code are not applicable to this contract and Contractor will not be required to procure a payment bond or a performance bond pursuant to Chapter 2253, Texas Government Code.

Response: Bonds are not required for this RFP.

87. Vendors must organize their proposal in the following format, not to exceed 50 pages." QUESTION: Do the required forms and items like sample letters, sample reports and insurance certificate count towards the 50 page limit?

Response:

A) Documents provided as examples/exhibits used as proof and illustration to support vendor ability does count towards the 50 page limit.

B) Cover letter, table of contents, insurance documents, certifications, and appendix do not count against the 50 page limit.

88. We assume that the training consists of reading this form. Is that correct? If not, please clarify.

Response: By reading and signing the El Paso County Code of Ethics training affidavit on page 2 and 3 of the specifications, it is considered the training.

89. When we click on the hyperlink for the optional On-Line Ethics Training, we receive the following error message: "404 - File or directory not found. The resource you are looking for might have been removed, had its name changed, or is temporarily unavailable." Is this the same training as in the El Paso County Code of Ethics Training Affidavit form?

Response: Yes, it is. Use link:

<http://www.epcounty.com/ethicscom/training.htm>

90. Please confirm whether a completed "Disclosure of Interested Parties" form is required to be submitted with the vendor's proposal, or is this form to be submitted after contract award? (RFP #29. MANDATORY DISCLOSURES" on p. 26 says the awarded vendor must submit the completed form. However, the Checklist on p. 39 asks, "Did you sign and complete the required "Certificate of Interested Parties Form?"

Response: The vendor may submit this form at the time of the submittal. The Disclosure of Interested Parties form is required at the contracting stage of the awarded vendor.

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

Response: The opening date is Thursday, February 10, 2021 at 2:00 p.m.

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

Response: Current vendor is a professional and appreciated partner to the County.

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

Response: Most recent fiscal year, current vendor retained approximately \$47,313 in collection agency fees.

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

Response:

- **Initial placement of approximately 37,435 cases, valued at about \$13,044,756.**
- **Approximates Values.**

Year	Justice of the Peace	County Courts	District Courts
	# of Accts - \$ Amt.	# of Accts - \$ Amt.	# of Accts - \$ Amt.
2017	8 – \$2,749	115 - \$47,056	124 - \$39,725
2018	6,392 - \$1,623,030	2,221 - \$1,086,000	8,187 - \$3,187,649
2019	5,499 - \$1,662,339	1,840 - \$754,168	6,585 - \$2,537,661
2020	2,661 - \$650,063	1,783 - \$668,825	2,020 - \$784,937

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

Response:

- **Initial placement of approximately 37,435 cases, valued at about \$13,044,756.**
- **Approximates Values.**

Year	Justice of the Peace	County Courts	District Courts
	# of Accts - \$ Amt.	# of Accts - \$ Amt.	# of Accts - \$ Amt.
2017	8 – \$2,749	115 - \$47,056	124 - \$39,725
2018	6,392 - \$1,623,030	2,221 - \$1,086,000	8,187 - \$3,187,649
2019	5,499 - \$1,662,339	1,840 - \$754,168	6,585 - \$2,537,661
2020	2,661 - \$650,063	1,783 - \$668,825	2,020 - \$784,937

96. What is the average balance of accounts by category?

Response:

- **Justice of the Peace – Approximately \$270**
- **County Courts – Approximately \$441**
- **District Courts – Approximately \$387**

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

Response:

- **Average age on initial placement is about 1.5 years. Average age on new placements is about 3-12 months.**

Initial Placement:

- **District Courts – approximately 1 year 10 months.**
- **County Courts – approximately 1 year 9 months.**
- **Justice of the Peace Courts – approximately 1 year 6 months.**

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

Response: Accounts to be assigned weekly. Under normal operations, about 600 cases may be referred per month. Monthly placements may vary from time-to-time dependent on operational circumstances.

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

Response: Under normal operations, \$209,078 is the average dollar value placed in a typical month. Monthly placements may vary from time-to-time dependent on operational circumstances.

100. 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: The current liquidation rate is about 3%. Vendor to propose anticipated liquidation rate.

101. 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: Initial placement of approximately 37,435 cases, valued at about \$13,044,756.

102. What is the County's case management/accounting software system of record?

Response: The Tyler Odyssey system.

103. Who is the County's electronic payment/credit card processing vendor?

Response: The Value Payment Systems (VPS).

104. 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: All communication is to be conducted through the County's Purchasing Department.

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

Response: In the case of a death, the court of jurisdiction will dismiss the fees. Death is determined with supporting documentation.

106. How do the County's current processes and/or vendor relationship(s) handle the death of the responsible party?

Response: In the case of a death, the court of jurisdiction will dismiss the fees. Death is determined with supporting documentation.

107. Does the County have a designated process or policies around deceased accounts today, and what is envisioned in the future?

Response: In the case of a death, the court of jurisdiction will dismiss the fees. Death is determined with supporting documentation.

108. Does the County currently search and file probated estate claims? Has the County considered an automated tool to identify and file probated estate claims?

Response: Probate estate claims are not filed on court fees referred to the collection agency.

109. Proposal Response Format on RFP p. 11, we assume that the 50 page limit does not include the required forms or required attachments such as sample collection letters, sample scripts, sample reports, or Certificate of Insurance, correct?

Response:

- **Documents provided as examples/exhibits used as proof and illustration to support vendor ability does count towards the 50p age limit.**
- **Cover letter, table of contents, insurance documents, certifications, and appendix do not count against the 50 page limit.**

110. Regarding **address** for submitting proposals as described on page 1 of the RFP: The address in the header lists the room as "Suite 300" but the subsequent narrative refers to "RM 300." Which should Vendors use to ensure delivery?

Response: All responses must be delivered or mailed to 800 E. Overland, RM 300, El Paso, Texas 79901.

111. Regarding **addenda** as described on page 1 of the RFP: Are Vendors required to **formally acknowledge** – either on the County Web site or somewhere in their proposal – receipt of any/all addenda issued for this procurement? If so, where?

Response: Signature on the El Paso County Signature Page will indicate formal acknowledgement of all documents associated with this RFP.

112. Regarding **due time** of proposal as described on page 1 of the RFP: Please confirm that 2 PM is Central Time (or otherwise clarify).

Response: The deadline for the submittal is no later than Thursday, February 4, 2021 at 2:00 p.m. Mountain Standard Time.

113. Regarding **vendor questions** as discussed on page 1 of the RFP:
- Will all potential vendors see all questions submitted by all vendors?
 - Is it the intention of the County to issue just a single addendum that comprises all questions and answers, or will responses be issued across several addenda as they are answered, in batches?

Response: Yes, all questions will be issued in an addendum format and posted to the County Purchasing website.

114. Regarding **El Paso County Code of Ethics Training Affidavit** on pages 2-3 of the RFP: Does this form count against the 50 page limit?

Response: No, it does not count towards the 50 page limit.

115. Regarding **El Paso County Signature Page** on page 5 of the RFP:
- Vendors are directed to include two (2) electronic versions of their complete proposal on a CD or flash drive. Does the County want one CD/flash drive for **each** electronic version (one copy per CD/flash)?
 - Vendors are directed to make this page the first page on the proposal submitted. Please clarify whether this signature page should come even **before** a cover page of the proposal, or if it is permitted to be the first page **after** the cover. If proposal is tabbed, can the Signature Page follow a formal cover page and a tab that is labeled "El Paso County Signature Page," as the first tabbed section of a proposal?
 - Does the Signature Page count against the 50 page limit?

Response:

- **The vendor may submit either CD or Flash drive.**
- **The vendor may insert the signature page after the cover page.**
- **The Signature page does not count towards the 50 page limit.**

116. Regarding **Scope of Services** on pages 8-10 of the RFP: Will the County confirm if the items listed here a thru z do not require an itemized letter by letter response, per se, but that Vendors should endeavor to include related content where appropriate in their separate responses to items a thru dd (on pages 11-13 of the RFP)? Does the Vendor's submission of a proposal imply Vendor's acknowledgement of / agreement to / capability to perform all tasks presented in the Scope of Services?

Response: Vendor must endeavor to include related content where appropriate in their submission so the County can confirm all points have been addressed.

117. Regarding the **Table of Contents** as cited under item (a) on page 11 of the RFP, does the Table of Contents count against the 50 page limit?

Response: The Table of contents does not count against 50 page limit.

118. Regarding the **Cover Letter** as cited under item (c) on page 11 of the RFP, does the Cover Letter count against the 50 page limit?

Response: The Cover letter does not count against 50 page limit.

119. Regarding the **Client References** as cited under item (m) on page 12 and subsequently provided on page 16, does the Client References Form count against the 50 page limit?

Response: The Client References does not count against 50 page limit.

120. Regarding the **report samples** as cited under items q, r, and z on page 12 of the RFP, do these samples count against the 50 page limit?

Response: The Report Samples do count against 50 page limit.

121. Regarding the **sample relevant documents** as cited under item (v) on page 12 of the RFP, do these documents count against the 50 page limit?

Response: The sample relevant documents do count against 50 page limit.

122. Regarding the **Business Liability Insurance Coverage** as cited under item (bb) on pages 12-13 of the RFP, do copies of insurance documents count against the 50 page limit?

Response: The Business Liability Insurance Coverage does not count against 50 page limit.

123. Regarding the **Cost/Fee Charged to the County of El Paso** as cited on page 13 of the RFP:

- a) Are Vendors required to provide itemized responses to items a thru g?
- b) Given the placement of this section in the RFP within the Proposal Format section, it seems that it would make sense for Vendors to include their completed Price Sheet immediately following their response to (dd), the last requirement. Does the County want Vendors to include their Price Sheet following their responses to questions a thru dd?

Response:

- **Vendor must endeavor to include related content where appropriate in their submission so the County can confirm all points have been addressed.**
- **Proposed Collection Agency Fee to cover cost for all services.**
- **Vendor to state proposed Collection Agency Fee for services on the price sheet provided and must be submitted with proposal.**

124. Regarding the **Price Sheet** as provided on page 15 of the RFP, does the Price Sheet count against the 50 page limit?

Response: The Price Sheet does not count against 50 page limit.

125. Regarding the **Certifications** document provided on pages 29-31 of the RFP, does this document count against the 50 page limit?

Response: The Certifications document does not count against 50 page limit.

126. Regarding the **Health Insurance Benefits Questionnaire** on page 32 of the RFP, does this document count against the 50 page limit?

Response: The Health Insurance Benefit Questionnaire does not count against 50 page limit.

127. Regarding the **Conflict of Interest Questionnaire** on pages 35-36 of the RFP, does this document count against the 50 page limit?

Response: The Conflict of Interest Questionnaire does not count against 50 page limit.

128. Regarding content about **Certificate of Interested Parties** on page 37 of the RFP: Vendors are instructed to submit this form online and then print the verification, have it notarized, and then submit it to the County... but these directions seem to indicate that this protocol would be required of the **contracted** party (once selected) and not of each Vendor at the initial procurement stage. Please confirm what Vendors should do with this form as part of the initial procurement process and submitting a proposal.

Response: The vendor may submit this form at the time of the submittal. The Disclosure of Interested Parties form is required at the contracting stage of the awarded vendor.

129. Regarding the **Certificate of Interested Parties** on page 38 of the RFP, does this document count against the 50 page limit?

Response: The Certificate of Interested Parties does not count against 50 page limit.

130. Can the County confirm if requested proof documents/attachments, the cover letter, table of contents, and forms are to be counted towards the 50 page limit?

Response:

a) **Documents provided as examples/exhibits used as proof and illustration to support vendor ability does count towards 50 page limit.**

b) **Cover letter, table of contents, insurance documents, certifications, and appendix do not count against 50 page limit.**

131. Do the required forms and items like sample letters, sample reports and insurance certificates count towards the 50 page limit?

Response:

a) **Documents provided as examples/exhibits used as proof and illustration to support vendor ability does count towards 50 page limit.**

b) **Cover letter, table of contents, insurance documents, certifications, and appendix do not count against 50 page limit.**

132. On page 14, under Qualifications, the **Scope of Services** asks vendors to address "all points listed under Section 3." We cannot locate a "**Section 3**" in the proposal. Is Section 3 the section titled "**Scope of Services**" found at the top of page 8?

Response: Correct. Section 3 is "Scope of services", page 8.

133. Should Vendor include a separate response for **Scope of Services** and **Performance Measures** within the section titled "**Proposal Response Format**"? This section sets out the format in which Vendor must organize the proposal.

Response: Vendor is to address all points listed in the specifications in a format the reviewer can clearly follow.

134. Under Proposal Response Format, item **c)** states "Vendor must respond to the following questions. Any questions not answered may cause the proposal to be determined as incomplete." We did not locate questions to be answered. Does the County mean that the Vendor is to respond to items listed in **d)-cc)**?

Response: Vendor is to address all points listed in specifications in a format that reviewer can clearly follow.

135. What is the current collection agency fee charged by the incumbents to perform these services?

Response:

- **25% - current Collection Agency Fee (CAF).**
- **CAF applied of the actual monies Vendor collects on behalf of the County.**
- **Vendor must deduct their fee (CAF) from monies collected prior to sending payment(s) to the County.**
- **CAF applicable towards payment amount applied to court fees only.**

136. On page 7, the RFP states "[t]he contracted Vendor can anticipate an initial placement of approximately 37,435 cases, valued at about \$13,044,756. Provide the age of the debt by year and by balance by category (JP, CCL, District Court/Clerk, Other).

Response:

- **Average age on initial placement is about 1.5 years.**

Initial Placement:

- **District Courts – approximately 1 year 10 months.**
- **County Courts – approximately 1 year 9 months.**
- **Justice of the Peace Courts – approximately 1 year 6 months.**

137. Provide a breakdown of the initial placement by category (JP, CCL, District Court/Clerk, Other). For each category of cases, provide the number of cases by year and outstanding dollar balance by category and by year.

Response:

- **Approximates Values.**

Year	Justice of the Peace	County Courts	District Courts
	# of Accts - \$ Amt.	# of Accts - \$ Amt.	# of Accts - \$ Amt.
2017	8 – \$2,749	115 - \$47,056	124 - \$39,725
2018	6,392 - \$1,623,030	2,221 - \$1,086,000	8,187 - \$3,187,649
2019	5,499 - \$1,662,339	1,840 - \$754,168	6,585 - \$2,537,661
2020	2,661 - \$650,063	1,783 - \$668,825	2,020 - \$784,937

138. For the categories listed below please provide the number of accounts outstanding by year and the outstanding dollar amounts by year.

- **Court fees, costs and fines on cases referred by the Justice of the Peace Courts;**
- **Court fees, costs and fines on cases referred by the County Courts;**
- **Court fees, costs and fines on cases referred by the District Courts;**
- **Court fees, costs and fines for the Domestic Relations Office and District Court Protective Orders;**
- **Court fees, costs and fines for Attorney General/Child support cases (under the State of Texas and Non-Custodial Parent);**
- **Fines only assessed to Jury Duty Contempt cases; and**
- **Other outstanding debts (arrears, unpaid sums or obligations)**

Response:

- **Approximates Values.**

Year	Justice of the Peace	County Courts	District Courts
	# of Accts - \$ Amt.	# of Accts - \$ Amt.	# of Accts - \$ Amt.
2017	8 – \$2,749	115 - \$47,056	124 - \$39,725
2018	6,392 - \$1,623,030	2,221 - \$1,086,000	8,187 - \$3,187,649
2019	5,499 - \$1,662,339	1,840 - \$754,168	6,585 - \$2,537,661
2020	2,661 - \$650,063	1,783 - \$668,825	2,020 - \$784,937

139. On page 7, under the section titled BACKGROUND, the RFP states: "All referrals to Vendor will be initiated by the Financial Recovery Division after placement(s) are audited to confirm eligibility, and at least 60 days under unsatisfactory status."
- a) Will the FRD confirm accounts as eligible and "at least 60 days under unsatisfactory status" if the accounts are 90-120 days delinquent, with no history of payments made by Defendants to the County?
 - b) Does the Financial Recovery Division (FRD) audit placements to confirm eligibility and "at least 60 days under unsatisfactory status," on a regular, monthly basis?

Response:

- a) The County's Financial Recovery Division (FRD) will confirm accounts as eligible when at least 60 days under unsatisfactory and determined debtor is not making an honest effort to resolve case/account.**
- b) FRD confirms eligibility prior to collection agency referral.**

140. Please explain what is meant by "payments posted at County level."

Response: They are payments processed by County Employees.

141. The RFP has a section which reads: "The optional On-Line Training may be accessed and completed at:
http://www.epcounty.com/ethicscom/trainingvendor_files/frame.htm However, that link does not seem to work. What is the correct link?

Response: The vendor may submit the signed "El Paso County Code of Ethics Training Affidavit" on pages 2 and 3 of the specifications. Use link: <http://www.epcounty.com/ethicscom/training.htm> .

142. The Qualifications Table indicates points for addressing Section 3. However, the sections are not numbered. Please confirm that "Section 3" refers to the items beginning on page 8.

Response: Section 3 is "Scope of services", page 8.

143. On average, how many accounts are typically placed per month?

Response: Accounts to be assigned weekly. Under normal operations, about 600 cases may be referred per month. Monthly placements may vary from time-to-time dependent on operational circumstances.

144. On average, what is the total dollar value of accounts placed in a typical month?

Response: Under normal operations, \$209,078 is the average dollar value placed in a typical month. Monthly placements may vary from time-to-time dependent on operational circumstances.

145. Based on historical data, what is the average rate of liquidation for the accounts in question?

Response: Approximately 3%.

146. What is the average age of the accounts at time of placement?

Response: Average age on initial placement is about 1.5 years. Average age on new placements is about 3-12 months.

147. Will all cases have been adjudicated by the time of placement?

Response: All cases will be adjudicated at the time of placement.

148. Under the section titled Proposal Response Format, subsection a, found on Page 11 of the RFP, it states the proposal should not exceed 50 pages. Are the required signed forms, table of contents and items such as sample letters and sample reports included in that page limit? Is the vendor permitted to include an Appendix in addition to the 50 page proposal?

Response:

- a) Documents provided as examples/exhibits used as proof and illustration to support vendor ability does count towards 50 page limit.**
- b) Cover letter, table of contents, insurance documents, certifications, and appendix do not count against 50 page limit.**

149. Please state how payments made directly to the County by a defendant are handled.

Response: Payments made directly to County are processed by County employees.

150. Does your current collection vendor make payment agreements on behalf of the County? If so, what are the terms and eligibility for a payment agreement?

Response:

- Current Collection vendor makes payment agreements with debtor on accounts referred to vendor.**

- **Vendor to accept all payments, regardless of amount.**

151. Provide the total amount of fees paid in 2018, 2019 and 2020 to your current collection vendor.

Response: Approximately \$30,771 has been paid in fees over the last three years.

152. Regarding the Collection Agency Fee, the Texas Code of Criminal Procedure §103.0031 (b) states that "[a] commissioners court or governing body of a municipality that enters into a contract with a private attorney or private vendor under this article **may authorize the addition of a collection fee in the amount of 30 percent** on each item described in Subsection (a) that is more than 60 days past due and has been referred to the attorney or vendor for collection." It is our understanding that if a fee is authorized it must be 30%. Is this the County's understanding of the statute and, if so, how will this affect the pricing evaluation percentage?

Response: In compliance with applicable guidelines, RFP 21-013 (Page 13) provides:

COST/FEE CHARGED TO THE COUNTY OF EL PASO

a) Vendor must offer a Collection Agency Fee (CAF) not to exceed 30 percent.

The evaluation criteria is outlined on Page 14 of RFP 21-013.

153. Please provide collection statistics indicating the County's collection vendor's performance for years 2018, 2019 and 2020 both in dollars collected and percentage achieved.

Response:

- **Approximates Values.**
- **Paid: Vendor remits funds owed to the County after deducting collection agency fee.**

	Turnover		Paid		Dismissed		Remaining		Liquidated	
	\$		\$	%	\$	%	\$	\$ %	\$	%
Turnover Year										
2018	\$6,188,752				\$39,181	1%	\$5,999,614		\$149,957	2%
2019	\$5,016,094				\$23,738	0%	\$4,845,179		\$147,176	3%
2020	\$69,350				\$5,696	0%	\$2,748,540		\$70,011	2%
Total	\$14,029,093				\$68,615	1%	\$13,593,333		\$367,144	3%

154. Elaborate on the County’s expectations for interfacing requirements between the Vendor and “Tyler Odyssey Software”.

Response: Vendor is to communicate payment transactions from Vendor to the County (Tyler Odyssey) systems through Application Programming Interface (API); real-time syncing and approved security measures are expected.

155. What percentage of delinquent cases and dollars submitted to collections have historically been collected by the vendor versus what was collected at the County by year and overall?

Response:

- **Approximates Values.**
- **Approximately, per fiscal year, County recovers about 10% of account balance before referring to vendor.**
- **Paid: Vendor remits funds owed to the County after deducting collection agency fee.**

Turnover Year	Turnover	Paid		Dismissed		Remaining		Liquidated	
	\$	\$	%	\$	%	\$	\$ %	\$	\$ %
2018	\$6,188,752			\$39,181	1%	\$5,999,614		\$149,957	2%
2019	\$5,016,094			\$23,738	0%	\$4,845,179		\$147,176	3%
2020	\$69,350			\$5,696	0%	\$2,748,540		\$70,011	2%
Total	\$14,029,093			\$68,615	1%	\$13,593,333		\$367,144	3%