

Delaware Department of Transportation
QUESTIONS AND ANSWERS
Collection Services
1715-1716 Request For Proposals
Wednesday, July 2, 2014

Q #	Question	Answer
20	Section 4.1 - Provide a SAS 70 Statement of auditing from your last audit. Will an SSAE16 SOS 1 Type 1 report be acceptable for this requirement?	Yes.
19	Section 2, Paragraph 2.2.16, Page 6 - Delaware has a Nexus Questionnaire that is completed and submitted in lieu of having a Delaware collection permit. We have a copy of our No Tax Liability Letter resulting from the submission of the Nexus Questionnaire for Dynamic Recovery Solutions LLC that was issued February 2, 2009. Will this be acceptable for the purposes of this requirement?	No. A State of Delaware business license is required.
18	Section 4.1.2, Paragraph Q, Page 12 - Please confirm that by Submission Forms you are referring to the four certification forms in Appendix A: 1. Certification of Eligibility; 2. Certificate of Non-Collusion; 3. Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters; and 4. Certification of Restrictions on Lobbying.	That is correct.
17	Section 3.4, Paragraph 1, Page 9 - Can the selected vendor charge credit card processing fees to the debtor?	No.
16	Secton 3.2, Paragraph 3.2.5, Page 8 - What is the current vendor's liquidation rate and what is the department's expected liquidation rate?	23% and the expectation is to at least meet and preferably exceed 23%.
15	Section 2.2, Paragraph 1, Page 7 - Would Del DOT be willing to substitute the requested performance bond for ample risk management in the form of a Crime – Employee Dishonesty Insurance and a Professional Liability policy?	No, this solicitation will require the Performance Bond. Firms can provide a Crime – Employee Dishonesty Insurance policy in addition to the bond and the insurance requirements described in Section 2.2.
Thursday, June 26, 2014		
14	4.1 Written Proposals, I. Quality: Page 11 - Will PCI certification be considered sufficient in lieu of SSAE (Replaces SAS 70 which no longer exists)?	Yes.
13	3.4 Remitting Collections: Page 9 of the RFP. Regarding the separate bank account noted in item 3.4; will a secure trust account satisfy this requirement?	Yes, as long as the account is only used for violations revenue.
12	Please confirm the due date for this procurement is 7/8/2014.	Confirmed. Responses to our RFP are due July 8, 2014.

Q #	Question	Answer
11	What is the date by which you will answer these questions?	We try to have responses to questions posted to the GSS web site three business days from the date of receipt.
10	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	That information is not available at this time.
9	Please describe your level of satisfaction with your current vendor(s), if applicable.	That information is not applicable.
8	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?	Yes, no secondary placements
7	What is the total dollar value of accounts available for placement now by category, including any backlog?	See Section 3.3 of the RFP.
6	What is the total number of accounts available for placement now by category, including any backlog?	Information regarding the total number of accounts can be found in Section 3.3; however, a breakdown by category is not available at this time.
5	What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?	The average age of accounts at placement on a going forward basis is 60-90 days
4	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?	Historical rate average 23% and target an increase in percentage as a result of this procurement.
3	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?	See response to Question 1.
2	If yes, can you provide any details regarding the total number of accounts and the approximate dollar value of that backlog?	See Section 3.3 of the RFP.
1	In reference to Section 3.3 Volume of Current Accounts, is it anticipated that a backlog of accounts currently placed with vendors will be placed with vendors selected under the new contract?	Yes.