

Below are questions and answers that can be posted for the following RFP Number 25-06-01-05-01 for On-site Professional Collection Services

1. In reference to Section 3.6.3.c “Criteria used to hire necessary employees for problem resolution and enforcement as well as clerical support.” In order to provide accurate selection criteria, can the Division please provide a brief description of the duties performed by each of the positions listed in Section IV on page 14 (administrative assistant, clerical support, problem resolution, and enforcement)?

Administrative Assistant – we currently do not have that position filled but that position would consist of helping the manager with payroll, and other administrative duties as well as special projects

Clerical Support – This position consists of a variety of different duties some of which would be imaging, doing mail, typing letters, processing documents etc.

Problem Resolution – This position consists of a variety of different duties and deals mainly with resolving accounts which are incorrect or accounts in which the taxpayer has questions on. Examples of resolving an account would be doing corrections, abatements, moving payments etc.

Enforcement – This position consists of a variety of different duties such as assigning accounts, filing judgments, filing warrants, pulling production information etc.

2. Can the Division please clarify what type of data will be reported to the contractor in order to measure individual employee performance as well as the contractor’s performance as a whole?

We measure performance in a variety of ways depending on the position. We look at collections, production, phone reports etc

3. In reference to Section 1.1, page 2, can the Division confirm that only one copy of the proposal needs to be submitted in response to the RFP and no additional copies are requested? **The Division only needs one copy of the response to the RFP**

Questions and Answers for Bid number 25-06-01-05-01 for First Referral Collections

Is the selected contractor expected to set up the separate designated escrow account solely for the State, for depositing payments received? **Yes the selected company is expected to set up a separate designated escrow account solely for this contract.**

Who is currently providing these services for the State of Delaware? Are the incumbent firms grandfathered into this contract, or are they expected to bid, as well? **Currently DCS and NCO have the contract and they are expected to bid as well.**

How many firms will the State select for this contract? **We currently have two but that could change either way.**

What was the previous/current collection agency contingency fee rates charged? **The current rate is 15.5%**

Have all options to extend the current contract been exercised? **The current contract is extended until October 31, 2011,**