

Siskiyou County



**Questions and Answers Addendum to
Requests for Proposals (RFP) for
Collection Agency Services**

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This document is a summary of questions and responses to the County of Siskiyou's Request for Proposals for collection agency services.

1. Is it possible to find out the accepted Contingency Fee from 2 years ago? **The County has never had a debt collection agency before, so the County does not have a comparative percentage. On the other hand, it is not necessarily that the best percentage would "win" the RFP either though. So, in any case, unfortunately we do not have any track record or history for a collection percentage.**
2. Why has this bid been released at this time? **The bid is being released because the County of Siskiyou's administrative citation program commenced this year, and collection of fines is a necessary component of the program.**
- 3, Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. **The County has never had a contract with a debt collection agency before.**
4. Has the current contract gone full term? **The County has never had a contract with a debt collection agency before.**
5. Have all options to extend the current contract been exercised? **The County has never had a contract with a debt collection agency before.**
6. Who is the incumbent, and how long has the incumbent been providing the requested services? **The County has never had a contract with a debt collection agency before.**
7. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? **The location of the proposer is not an individual consideration, although if the location would make it easier to perform some sort of collection action for some reason described by the proposer, that would give**

some indirect weight to the location.

8. How are fees currently being billed by any incumbent(s), by category, and at what rates? **The County has never had a contract with a debt collection agency before.**

9. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **The County has never had a contract with a debt collection agency before.**

10. What is the total dollar value of accounts available for placement now by category, including any backlog? **There is approximately a total of \$30,000 uncollected accounts currently.**

11. What is the total number of accounts available for placement now by category, including any backlog? **There is approximately a total of 40 accounts currently, based on October figures.**

12. What is the average balance of accounts by category? **Approximately \$1,000-\$2,000 dollars**

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

14. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? **Probably approximately 15 accounts per quarter.**

15. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? **Probably approximately \$10,000 per quarter. It could be more or less, the County's administrative program has only started in the last six months.**

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? **There is no historical data.**

17. 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? **There is no incumbent contractor.**

18. What is your case management/accounting software system of record? **Smartgov.**

19. Who is your electronic payment/credit card processing vendor? **The County presently uses ACI/Official Payments**

20. 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? **Contact the individual listed in the RFP.**

21. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred? **The County has no process in place to determine an individual's death.**

22. How do your current processes and/or vendor relationship(s) handle the a death of responsible party? **There is no process, though it is expected a claim would be filed with the estate if the County learned of a death.**

23. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future? **The County has no process or policy regarding deceased accounts.**

24. Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims? **No, the county has not attempted to file estate claims.**