



**Town of Cheshire RFP #2324-24**

**Collection of Delinquent Municipal Motor Vehicle Taxes**

**Addendum 2 – Q&A**

Why has this bid been released at this time? If there was a previous solicitation for these services, what was its title, number, release date, and due date? **The bid was released at this time to utilize the statutory collection enforcement tools available. The previous solicitation for these services was RFP-1314-20, published April 21, 2014. Bids were opened May 14, 2014.**

Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract? **Terms are included in bid documents**

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? **Connecticut State Statutes sets the collection agency fee at 15%**

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

Has the current contract gone full term? **Yes**

Have all options to extend the current contract been exercised? **Yes**

Who is the incumbent, and how long has the incumbent been providing the requested services? **TaxServ Capital Services, LLC**

To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? **Preference will be given to bidder's having a location for payment in CT whether or not the headquarters is in CT**

How are fees currently being billed by any incumbent(s), by category, and at what rates? **15%**

per State Statute

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **No accounts were serviced by a collection agency since October 1, 2023**

To how many vendors are you seeking to award a contract? **One**

To what extent are these accounts owed by private consumers versus commercial businesses? **The majority are owed by private consumers but the exact % is not available at this time**

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? **Primary placements**

What collection attempts are performed or will be performed internally prior to placement? **Demand Notices, Delinquent Statements, Notice of Accounts being turned over for collection, DMV hold on registrations**

Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval? **No**

What is the total number of accounts available for placement now by category, including any backlog? **Estimated 690**

What is the average balance of accounts by category? **\$376.00**

What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? **More than 24 months delinquent**

What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? **Accounts will be placed yearly**

What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? **Accounts will be placed yearly**

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? **We do not have that information**

What billing servicer do you utilize? **Quality Data Services**

Have all cases been fully adjudicated by the time of placement? **Further clarification is necessary to answer this question**

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? **N/A**

What is your case management/accounting software system of record? **Accounting Software - Munis**

Who is your electronic payment/credit card processing vendor? **Point & Pay**

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? **No set process**

How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred? **Monthly deceased reports are received from the Town Clerk's office**

How do your current processes and/or vendor relationship(s) handle the death of a responsible party? **Accounts of deceased delinquent bills will be returned to the Collector of Revenue office for further processing**

Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future? **Deceased accounts are examined with information from Probate Court, obituaries identifying next of kin & DMV records**

Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims? **The Collector of Revenue office does search and file probated estate claims with the assistance of the Town Attorney**

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? **Email**