

ID	Section	Page	Question	Response
1	N/A	N/A	Is the collection fee passed along to the consumer as an add on fee?	The initial Toll Bill includes all unpaid tolls and a \$1 processing fee. If a Toll Bill is not paid within 30 days, the vehicle owner is issued a Notice of Toll Violation and will be assessed a \$15 administrative penalty. If a Notice of Toll Violation is not paid within 30 days, a Second Notice of Toll Violation is issued and the administrative penalty increased to \$30. If a Second Notice of Toll Violation is not paid within 30 days, a Final Notice of Toll violation is issued and the administrative penalty increased to \$60. The maximum amount due <i>per invoice</i> includes all unpaid tolls, a \$1 processing fee, and a \$60 administrative fee. Once an invoice reaches the Second Notice of Toll Violation phase, it is considered to be in collections status and subject to collection agency activities including dialing campaigns, additional letters of collection, etc.
2	N/A	N/A	Please explain the two buckets in the pricing sheet. Are there accounts that will be placed with no administrative fees attached?	The NET RMA requires the prospective contractor to submit their proposed compensation, or fee, separately for both the toll and administrative fee portion of all unpaid balances. The contractor will receive payment of their fee upon collection of the outstanding account balances.
3	N/A	N/A	Who is the incumbent working on behalf of the CTRMA? Please provide their current fee rate and liquidation rate for these accounts.	Gila Corp. dba Municipal Services Bureau (MSB). Current fee rate = 11% of toll amount collected, 100% of processing fee (\$1.00) collected, 66% of administrative fees collected (\$15 Notice of Toll Violation Fee, \$15 Second Notice of Toll Violation Fee, \$30 Final Notice of Toll Violation fee) 2014 Toll Transaction Liquidation rate = 85.5% 2015 = 82.7% 2016 = 80.4% 2017 = 77.7% 2018 = 72.9%
4	N/A	N/A	Please provide the previous collection efforts on these accounts?	Accounts reaching the Final Notice of Toll Violation fee are subject to typical debt collection efforts including outbound phone calls, letter campaigns and collection letters.
5	N/A	N/A	Will the NET RMA eventually add forward flow of new accounts to this project or is this strictly a one-time placement of the current aged receivables?	Accounts eligible for collection is strictly a one-time placement of unpaid account balances related to toll transactions dated prior to November 18, 2018.
6	N/A	N/A	Based on our scoring and segmentation do we need to send a letter on all accounts?	The NET RMA's expects the selected contractor will make a reasonable attempt to collect all unpaid balances. Strategies and details of the contractor's proposed approach to scoring accounts and collection efforts should be outlined in the contractor's proposal.
7	N/A	N/A	Can we perform services off shore or near-shore?	The NET RMA prefers the firm is located and the services provided are within the United States.
8	N/A	N/A	Please provide information on the legacy system that the accounts currently reside on.	The NET RMA is unable to disclose proprietary information regarding the incumbent contractor's system.
9	N/A	N/A	Will the vendor be required to migrate all accounts from the legacy system or only the workable accounts ie: bankruptcy etc.?	The NET RMA expects the selected contractor will perform a current analysis of all migrated accounts to determine if any should be excluded from collection efforts. The NET RMA anticipates accounts that have been marked as closed due to bankruptcy or other disputes by the incumbent contractor will be excluded from data migration.
10	N/A	N/A	What constitutes an escalated dispute and what validation of debt documents will be provided to substantiate the debt?	For tolls to be waived, a vehicle owner must demonstrate one of the following: The vehicle was sold or transferred to another party before the referenced travel The vehicle was reported stolen before the referenced travel The vehicle was leased or rented before the referenced travel Other less common scenarios include bankruptcy, incarceration, death, and billing errors due to system inaccuracies (mis-keyed plates, invalid toll transaction data) For tolls to be waived in full, the customer must provide reason and any supplemental documentation to complete the dismissal.
11	N/A	N/A	Will the NET RMA provide information regarding validation of debt for disputes or will the vendor need to work with the incumbent or a third party?	The NET RMA anticipates limited information related to dispute history and documentation will be made available from the incumbent contractor's system. The details of data that may be made available to the selected contractor will be reviewed during the data migration process.