



April 30, 2021

#### Questions and Responses

4. Is there any incumbent for this project?

Answer: Yes

5. If so, how much did the Authority pay the incumbent for collection services over the past 12 months?

Answer: NET RMA does not release contract payment amounts?

6. What is the total dollar amount of backlog accounts that will be sent to the vendor?

Answer: Unknown. There will be a second phase to transfer remaining accounts once they reach one year with the current vendor.

7. What is the total number of backlog account that will be sent to the vendor?

Answer: Unknown. See the response to 5.

8. What is the average balance for each delinquent account?

Answer: The average balance for each account is \$55.42.

9. Are there any forward flow dollars associated with this project?

Answer: We do not understand forward flow dollars. The contractor is paid when the contractor collections funds from NET RMA customers.

10. If so, what is the anticipated amount of forward flow dollars associated with this project?

Answer: No applicable

11. What is the historical liquidation of the NE Texas Regional Mobility Authority?

Answer: The collection rate for the first 30 days is 2.82%. The collection rate for the remaining time in collections is 5.2%.

12. Is credit bureau reporting required for this project?

Answer: There will no credit bureau reporting for this project. Please refer to Appendix A, item 3.

13. Does the NE Texas Regional Mobility Authority require litigation on any delinquent accounts?

Answer: No litigation is required.

14. If so, how many accounts over the past year required litigation to be resolved?

Answer: Not applicable. See above.

15. What are the requested hours of operation?

Answer: Please see Section A.2, items 7 and 10.

16. Will the NE Texas Regional Mobility Authority allow for agents to work remotely on this project?



Answer: Yes

17. Do the accounts include a primary language indicator?

Answer: No

18. How many customers have a primary speaking language of Spanish?

Answer: Unknown

19. When is the anticipated go-live date?

Answer: September 20, 2021.

20. Can you please if this project is first party or third party?

Answer: We do not understand the question. The accounts will come from the initial firm to attempt collections.

21. What collections processes does the State of Oklahoma attempt before accounts are placed with the vendor?

Answer: We do not know. The Northeast Texas Regional Mobility Authority is in Tyler, Texas.

22. On forward flow ongoing placements, how old, (average number of days delinquent) are the accounts at time of placement. If tiers are being utilized, what is the average placement age by tier?

Answer: We do not understand the phrase "forward flow." We do not have the information on age by tiers.

23. If tiers are not being utilized, how long will the selected vendors keep the accounts?

Answers: NET RMA anticipated the selected contractor to keep the accounts for the length of the Agreement.

24. Is it required for the vendor to litigate accounts on behalf of the state as part of this procurement?

Answer: No

25. What is the current collections fee percentages being charged by the incumbent? If the fees vary by type of tax/account, can you provide fee rates by account type?

Answer: NET RMA will not release pricing information.

26. Is it NET RMA's intent to have the firm chosen to replace the incumbent firm in the collection of PBM accounts or to have the firm chosen only to collect PBM accounts after the incumbent firm has attempted collection?

Answer: This contract will only handle receivables one year old or older from the current collections firm. This contract will not replace the incumbent firm in the PBM process.

27. RE: Item 6.4.4, Financial Statements: We consider our financial statements to be confidential, proprietary, trade secrets of the firm. Would NET RMA permit us to upload our financials to a third-party secure website (SmartRoom) for the Tollway's authorized reviewers to access and review this information?



Answer: Yes, NET RMA will permit loading of financials to a separate secure site to which we have access.

28. Please provide the expected volume and average balance of the initial referral.

Answer: There are 223,155 invoices that are one year old or older. The average balance is \$55.42.

29. Please provide the expected monthly ongoing referral amount.

Answer: NET RMA intends two phases, with a file share of all year old and older accounts. A second phase will occur when everything with the existing vendor reaches one year.

30. What is the average balance per delinquent account?

Answer: The average balance per delinquent account is \$55.42.

31. How many dollars and what number of accounts were collected for NET RMA by the current collections firm in 2019 and 2020?

Answer: NET RMA is in a negotiation that does not allow releasing this information at this time.

32. What is the average balance per toll invoice?

33. Please list the fees assessed and timing of the assessments on PBM accounts.

Answer: See Addendum 2, which revises Appendix E.

34. How much was paid to the current collections firm in 2019 and 2020?

Answer: NET RMA is in a negotiation that does not allow releasing this information at this time.

35. Please confirm that bidders can use 11-point font. Please also confirm that bidders can use alternative, easy-to-read Sans-Serif fonts, such as Calibri for proposals as opposed to Times New Roman.

Answer: Yes, 11-point font is acceptable. Yes, easy-to-read Sans-Serif fonts are acceptable.

36. Does the 11-point font size apply for text boxes and tables as well, or may we use 10-point font for that information as long as it remains legible?

Answers: 11-point font is not required in text boxes. However, it must be easily readable.

37. Please confirm that Forms, the Cover Letter, Title Page, and Table of Contents are excluded from this page count.

Answer: The Cover letter, Title Page, and Table of Contents will not be included in the page count.

38. To fully provide all information for this requirement, would NET RMA accept the Financial Statements as an Attached Appendix, excluded from the page restriction as these documents will exceed the 25-page limit alone?

Answer: Yes,

39. Will NET RMA accept Litigation and Legal Proceedings information as an attached Appendix, excluded from the page limitation?



Answer: Yes, proposers may Litigation and Legal Proceedings information in an Appendix and not have them considered in the page count.

40. Would the NET RMA consider adding 10 more pages for this section so bidders may provide a comprehensive response?

Answer: No, NET RMA will not allow additional pages.

41. Will NET RMA accept Reference information as an attached Appendix, excluded from the page limitation?

Answer: Yes, proposers may use an Appendix to provide references.

42. Will the debt be considered “primary” placement or “secondary” placement?

Answer: We do not understand the question.

43. Will another receivables management company have already collected on debt prior to its placement with the winning bidder from this proposal cycle?

Answer: Yes. This contractor will receive all accounts that are one year old or older.

44. If so, can you describe the typical treatment of accounts from the prior agency. For instance, how many notices, calls, emails, and texts are sent per account on average?

Answer: NET RMA will not provide that information.

45. Is it the long-term intention of the NET RMA that there will be two collection vendors – one who collects 6 months after NET RMA has sent their series of notices and then a subsequent who receives accounts after the 6 months of placement with the first collection agency?

Answer: Addendum 1 change the time of accounts from 6 months old to one year. NET RMA will select one vendor and all that vendor will work accounts as they age to one year. We envision this in two phases.

46. Will files be transferred directly from the collection agency to the winner from this bid or from your back- office system to the winner of the bid?

Answer: The current contractor will transfer the files to the selected contractor for this procurement.

47. Please provide the name of the back- office system from which delinquent debt files will be transferred.

Answer: NET RMA will not provide the name of the incumbent contractor or that of their system.

48. How many toll transactions are billed on each invoice from NET RMA?

Answer: It varies. Toll bills are issued every two weeks.

49. Are toll transactions grouped by a time period or does each toll transaction create a unique account and associated invoice with administrative fees being applied per notice?

Answer: Toll bill generate every two weeks and have two weeks of transactions. The number of transactions vary.



50. For the collection firm performing collections on behalf of NET RMA currently, please provide for most recent non-COVID impacted 6-month period:

- \*Number of accounts placed
- \*Number of calls received from customers
- \*Number of calls placed to customers
- \*Number of written disputes received
- \*Number of payments handled by:
  - \*Mail, IVR, Web, any other method
- \*Dollar amount of payments received
- \*Number of accounts that were resolved with a settlement agreement
- \*Dollar value dismissed by application of a settlement agreement

Answer: NET RMA is in a negotiation and cannot provide that information.

51. Can procedures be added in appendices as examples and be counted for technical scoring, but excluded from page count restrictions?

Answer: No. Procedures and responses to technical requirement will count against the 25-page count.

52. Can NET RMA please provide the average number of transactions per customer/plate?

Answer: The average number of transactions per plate is thirteen (13).

53. If there is a current collections vendor, please provide the name of that vendor?

Answer: NET RMA is not the primary contract holder. NET RMA is participating as partner to an inter-local agreement and cannot share the contractors information.

54. If there is a current collections vendor, what contingency percentage rate is that vendor currently being paid?

Answer: There is a current collections vendor. However, NET RMA will not release that information.

55. If there is a current collections vendor, what is the gross collection rate being achieved by that vendor after 6 months? 12 months?

Answer: NET RMA is currently in negotiations and cannot provide that information.