



East Providence School District

RFP# EPSD.District.2020.0001

Collection Agency Services

Addendum #1

Questions and Answers

Why has this bid been released at this time? **This bid has been released because our school lunch debt is increasing each week.**

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? **No, please stick with what is outlined in the RFP**

Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. **We don't have a current vendor**

Has the current contract gone full term? **n/a**

Have all options to extend the current contract been exercised? **n/a**

Who is the incumbent, and how long has the incumbent been providing the requested services? **n/a**

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

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **n/a**

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

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 and no referrals to secondary placements**

What collection attempts are performed or will be performed internally prior to placement? **Letters have been sent to all parents owing over \$100**

Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval? **Not sure, will give this some thought**

What is the total number of accounts available for placement now by category, including any backlog? **Around 150 people with account balances of \$150. Can vary depending on the week**

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

What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? **Depends on how the balances are increasing**

What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? **Anything over \$150**

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?

What billing servicer do you utilize? **My School Bucks is the vendor we use for on-line payments**

Have all cases been fully adjudicated by the time of placement? **n/a**

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? **Mosaic is the school lunch software**

Who is your electronic payment/credit card processing vendor? **We use My School Bucks for electronic payment and credit card processing.**

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? **Discussion will occur with the Director of Finance**

How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred? **n/a**

How do your current processes and/or vendor relationship(s) handle the a death of responsible party? **n/a**

Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future? **n/a**

Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims? **No**

Is this work currently being performed by a collection vendor? **No**

If so, are you willing to share the current rate being charged? **N/A**

What has historically been the rate of liquidation (the percentage of dollars successfully collected per dollars placed) for this debt? **Don't have it – this is the first time doing this.**

How many times per year will the district place debt, and what will be the age of the debt at placement? **Any amounts over \$150**

Expressed as a monthly average, how many accounts will be placed on an ongoing basis? **150-160**

What is the average balance of accounts? **Hard to say; the highest student amount at a middle school is over \$700.**