

QUESTIONS AND ANSWERS

REQUEST FOR PROPOSAL

PROJECT NO. 14-03

PROJECT TITLE: FINANCIAL COLLECTION SERVICES

Date: October 18, 2013

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Request for Proposals, HCC **Project No. 14-03**

1. Question. Why is the contract out to bid at this time?

Answer. HCC seeks to maximize competition and provide best value services to meet its objectives.

2. Question. When is the anticipated contract start date?

Answer. The anticipated start date will be in January 2014.

3. Question. What is the term of the contract, and are there any renewal options?

Answer. See Section I. Clause 5

4. Question. To how many vendors are you seeking to award a contract?

Answer. It is a public procurement open to any firm that wishes to propose.

5. Question. Have all options to extend the current contract been exercised?

Answer. Yes

6. Question. What is the total dollar value of accounts available for placement now by category, including any backlog?

Answer. This Information is not available by Category

7. Question. What is the total number of accounts available for placement now by category, including any backlog?

Answer. The \$13,041,025.48 balance consists of 56,380 student accounts.

8. Question. What is the average balance of accounts by category?

Answer. This Information is not available by Category

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

Answer. The average age of accounts at placement will be 2 to 3 years old.

10. Question. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer. The fees collected for the last active year totaled \$87,735.27.

11. Question. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

Answer: It is difficult to estimate this number as well as the frequency of placement at this time.

12. Question. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

Answer The estimated annual amount is approximately \$1,100,000.00.

13. Question 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?

Answer. The rate has varied over several incumbents from 10.4% to 30.0%. The anticipated result is 20.0%.

14. Question. Attachment 7 states "...complete this form with a copy of the Contractor and Subcontractor/ Supplier Participation Form (attachment 6) and return in a separate envelope with your proposal;" which seems to be in conflict with the general proposal instructions (page 8. section f.) which only specifies the Price Proposal shall be in a separate envelop. Can you clarify if we need to submit attachment 6 and 7 in a separate envelope from the rest of the proposal?

Answer. Yes

15. Question 2. Page 7, section 2.a. states "Respondent must complete, sign and return attachments below (and list attachments 1-12). However, there is no signature page for Attachment 11, Proposer Questionnaire. Are we to assume that by responding to all questions in Attachment 11 and signing the cover letter of the proposal, we are meeting this requirement? And we do not need to include a copy of Attachment 11 within the proposal?

Answer. You must sign and return all attachments, for attachment 11 you need to answer all of the questions and return them with all the other attachments.

16. Question 3. Do we really need to sign, complete and return Attachment 12, Sample Contract, as referenced on page 7? section 2.a?

Answer. No

17. Question. What small business certifications are accepted?

Answer. City of Houston, Harris County, Port of Houston, State and Federal Government.

18. Question. On page 2 of 56- Table of Contents Attachment No. 2 Schedule of Items and Prices and Attachment No. 3 Scope of Services appear to be switched.

Answer. See amendment 001.

19. Question. On page 3 of 56- Project Overview the reference to Attachment No. 3 Scope of Services should be Attachment No. 2 Scope of Services as Attachment No. 3 is the Schedule of Items and Pricing.

Answer. See amendment 001.

20. Question. On page 4 of 56- Inquiries and Interpretations- "Proposer must acknowledge receipt of all addenda in Attachment No. 1 of this RFP (Proposal/Contract Award Form)." Do we just add some verbiage to your form listing the addenda?

Answer. All Addendum/Amendments must be acknowledged and copies are normally included with responses.

21. Questions. On page 7 of 56- Preparation and Submittal Instructions- Attachment No. 2 Schedule of Items and Prices should be changed to Attachment No. 3.

Answer: See amendment 001.

22. Questions. On page 38 of 56- Customer References- In 2.2 may we give a representative sample of our clients similar in size and scope to HCCS? Our client list would include over 400 colleges and universities.

Answer. You should provide enough information to full fill the requirements of the RFP. Respondents should provide information in the quantity and of the quality Respondent deems accurate and representative.

23. Question. On page 39 Of 56- 3.5 Quality- may item iii. Date cleared by the health department be struck from the RFP?

Answer. See amendment 001.

24. Question. On page 40 of 56- 3.7 b) please clarify if HCCS interprets sub-contractors to mean only those collecting debts for a prime contractor or if our letter service, skip-tracing resources, and dialer companies would be considered sub-contractors for the purpose of this RFP.

Answer: Whoever is in the process of the debt being collected.

25. Question. On page 40 of 56- Communication Plan- do you wish for us to describe how we will communicate with the prospective client contacts at HCCS since we would not be announcing our services to the campus community?

Answer. Please respond in accordance with clause 3.8 with your sample communication plan.

26. Question. Provide a reference list of all customers for whom you have performed work during the past three (3) years. The List must include company name, contact person, telephone number, and email address (if known). Please indicate if your agency is the primary provider of collection services for each reference, and the years of experience in such collections, and the rate of successful collection of such accounts.

Answer: You should provide enough information to full fill the requirements of the RFP. Respondents should provide information in the quantity and of the quality Respondent deems accurate and representative.