1. Please reconfirm the due date for this procurement by providing it in response to answers to questions.

   December 11, 2023

2. Why has this bid been released at this time? When was the last time this procurement was out for bid?

   The current Collection Services contracts are expiring March 2024. The last solicitation was published in 2014 and awarded in 2015.

3. 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?

   There are no MWBE requirements in the solicitation or award of contract(s).

4. 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?

   Pricing proposals shall follow the format provided in the Statement of Work and Offeror’s Response Format.

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

   All current contracted vendors for Collection Services are in good standing.

6. Has the current contract gone full term?

   Yes.

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

   Yes.

8. Who is the incumbent, and how long has the incumbent been providing the requested services?

   Williams & Fudge, National Credit Management, Aspen National Collections; all providing services since contract awarded in 2015.
9. To what extent will the location of the bidder’s proposed location or headquarters have a bearing on any award?

None.

10. How are fees currently being billed by any incumbent(s), by category, and at what rates?

The fee structure is based on which placement the account is at; currently rates vary by agency contract. One of the evaluation criteria for new contracts is the most competitive rates from Offerors.

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

$106,400 in total was paid to the current agencies for the past year

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

The University retains the right to make multiple awards; there is not a defined number of vendors.

13. What collection attempts are performed or will be performed internally prior to placement?

When an account is deemed past due, several emails are sent to account holders to their school and personal emails, a final notice letter is mailed to their last known permanent address and at least one phone call is attempted. If no action is taken by the account holder from these attempts to collect, the account is placed.

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

$4,850,000

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

606 are 1st placements totaling $2,150,000  
455 are 2nd placements totaling $1,550,000  
356 are 3rd placements totaling $1,150,000

16. What is the average balance of accounts by category?

$2,600

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

Six months to three years.
18. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

150 per quarter.

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

$390,000 per quarter.

20. 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?

For the last two years the average has been 8% for 1st placements, 7% for 2nd placements and 5% for 3rd placements. We would like these percentages to increase, ideally to at least 10% for first and second placements and 7% for third placements. (These percentages are payments to the vendors only, tax intercepts or paid directly to the University are not included in the calculation).

21. What billing servicer do you utilize?

TouchNet.

22. Have all cases been fully adjudicated by the time of placement?

In most cases, yes, but the University does allow appeals up to a year for a semester due to circumstances.

23. 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?

New vendors may receive one-time placements, depending on which agencies are awarded contracts.

24. What is your case management/accounting software system of record?

Ellucian Banner.

25. Who is your electronic payment/credit card processing vendor?

Not applicable to this scope of work.

26. 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?

Vendor can reach out to Colorado Mesa University Bursar Taylor Schultz - twschultz@coloradomesa.edu after the finalization of this RFP process.
27. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

*Skip trace, Lexis Nexis, NSLDS and obituary notices are the most common.*

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

*With proof of death, the debt is written off and further collection attempts cease.*

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

*With proof of death, the debt is written off and further collection attempts cease. This process will likely not change in the future.*

30. Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

*No.*

31. 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?

*All allowable contact methods are based on FDCPA.*

32. Question 1: Page 15 – Section 4, C, #5: In addition to what Colorado Mesa University is currently uploading on a placement file, is the University able to also provide the following: Interest assessed since Last Statement Date, Fees assessed since Last Statement Date and Payments/Credits since the Last Statement Date?

*Yes.*

33. Question 2: Page 12 – Section 2, #2: How will the University decide which of the three awarded Agencies will receive first placements and then which agency will then which agencies will receive the unsuccessful collection efforts of second and third placements?

*The placements are currently divided evenly among the agencies for first placements. For example, if we use three agencies and are placing 150 accounts, each gets 50. Second and third placements are divided to the other two agencies that have not yet had the account.*

*End Addendum #1*