



Department of Administrative Services Purchasing and Contracts

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CLARK COUNTY, NEVADA RFP NO. 603699-15 COLLECTION AGENCY SERVICES FOR LAS VEGAS JUSTICE COURT

July 21, 2015

ADDENDUM NO. 2

REQUEST FOR PROPOSAL

1. The RFP opening date of August 13, 2015 at 3:00:00 p.m. **remains unchanged.**

GENERAL CONDITIONS

2. Item No. 2 – Intent: **delete** the reference to “Attachment 2 – Technical Specifications”.
3. Item No. 19 – Evaluation Criteria, paragraph B – Organizational Information, subsection ii: **delete** the reference to “Optional: (Also include gross revenues for 2010, 2011, and 2012 and your most recent financial statement)” and **replace** with “Provide a brief description of your organization's financial strength and stability”.
4. Item No. 19 – Evaluation Criteria, paragraph D – Description of Proposed Project and Work Plan, subsection iv, b (legal services): **delete** subsection (b – Legal Services) in its entirety.
5. Item No. 19 – Evaluation Criteria, paragraph J – Compliance with Nevada Revised Statutes (NVR) associated with Collection Agencies; **delete** “standards including” and **replace** with “standards.”
6. **Add item No. 20 – Site Inspections**, as follows: County shall be given access to Proposer’s local office to perform a site visit by providing 24 hour written notice to Provider of County’s intent.

EXHIBIT

7. Exhibit 1 – Statement of Work (page 1-6), Item No. 9 – Technical Specifications: **delete** paragraph N – Payment/PCI Information in its entirety.
8. Exhibit 1 – Statement of Work (page 1-6), Item No. 9 – Technical Specifications: **delete** paragraph O – Remittance of Collections Received and **replace** with the following:

O. Remittance of Collections

- i. All collections along with the supporting remittance advices(s) will be remitted to the Court/County for the previous business day within 24 hours of the completion of the said business day. All remittance advices shall be available via secure FTP in an electronic format. Remittance shall include at a minimum:

- a. Business Date
- b. Debtor Name
- c. Court Case Number Account
- d. Collection Agency Account Number
- e. List Date
- f. Payment Type
- g. Total Payment
- h. Amount Due Agency
- i. Amount Due Court
- j. Current Balance After

- ii. A proper remittance includes the electronic remittance as described in P.i as well as an ACH transfer the account designated by the Court.

- a. The electronic invoice and remittance ACH transfer will be delivered within 24 hours of the conclusion of each business day

- 9. Exhibit 1 – Statement of Work (page 1-6), Item No. 9 – Technical Specifications: **Delete** paragraph P – Additional Action Items_in its entirety.

QUESTIONS AND ANSWERS

- Q1. Please confirm the due date for this procurement is 8/13/2015.
- A1. Proposals will be accepted on or before August 13, 2015 at 3:00:00 p.m., based on the time clock at the Clark County Purchasing and Contracts front desk as identified on the coversheet of the RFP.

- Q2. What is the date by which you will answer these questions?
- A2. See General Conditions, Item No.6, Tentative Dates and Schedule.

- Q3. Why is the contract out to bid at this time?
- A3. Court wishes to move to a 1st and 3rd party collections model from current 3rd party only model.

- Q4. When is the anticipated contract start date?
- A4. See General Conditions, Item No.6, Tentative Dates and Schedule

- Q5. What is the term of the contract?
- A5. See General Conditions, Item No.2, Initial Term and Options.

- Q6. What is the maximum number of renewal options by policy or statute?
- A6. The County existing policy for professional services cannot exceed five years in total, unless approved otherwise by the Clark County Board of County Commissioners.

- Q7. Has the current contract gone full term?
- A7. Not Applicable

- Q8. Have all options to extend the current contract been exercised?
- A8. Not Applicable

- Q9. Who is the incumbent, and how long has the incumbent been providing the requested services?
- A9. Transworld Systems Inc. (TSI) is the incumbent and has been providing 3rd party collection services since 2010.

- Q10. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
- A10. Vendors located within Clark County and the Las Vegas Valley area may receive up to a five percent preference.

- Q11. How are fees currently being billed by any incumbent(s), by category, and at what rates?
- A11. Agency will withhold collection fee based upon the following formula:
Collection Fee = <Collection Fee Rate (10.9%)> * < Collected Amount>

- Q12. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
- A12. Not applicable.

- Q13. To how many vendors are you seeking to award a contract?
- A13. One firm will be selected through this RFP.

- Q14. Please describe your level of satisfaction with your current vendor(s), if applicable.
- A14. Not Applicable.

- Q15. Can you please provide a greater description of the specific kind of receivables to be placed for collection?
- A15. Citation Fines and Fees

- Q16. To what extent are these accounts owed by private consumers versus commercial businesses?
- A16. 100% Private Consumers

- Q17. 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?
A17. That will be under the purview of the Court. Should the Court decide to refer secondary placements, they will be referred as 3rd party collections.
- Q18. What collection attempts are performed or will be performed internally prior to placement?
A18. The Court currently sends a courtesy notice prior to collections referral.
- Q19. What is the total dollar value of accounts available for placement now by category, including any backlog?
A19. See below table.

Year Referred to	Average Referral		Number Of	
	Collections	Total Receivables		Balance
2010	\$	70,892,730	829	85,553
2011	\$	35,949,908	996	36,084
2012	\$	14,555,409	704	20,676
2013	\$	25,483,360	749	34,044
2014	\$	21,230,681	709	29,940
2015	\$	17,611,526	755	23,323
	\$	185,723,614		229,620

- Q20. What is the total number of accounts available for placement now by category, including any backlog?
A20. See below answers to the questions noted below for future projections. See above chart for number of accounts
- Q21. What is the average balance of accounts by category?
A21. See above chart (A19) for Average Balance.
- Q22. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?
A22. 49 Days.
- Q23. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?
A23. On average, the Court will send approximately 3000 accounts worth \$2,125,000 per month to Agency for collections. (Court reserves right to include other referral types in the future)
- Q24. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?
A24. \$2,125,000 per month for Traffic Referrals (Court reserves right to include other referral types in the future)
- Q25. 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?
A25. The Court desires each submitter to provide anticipated collection rates as well as collection rates for other clients.
- Q26. 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?
A26. Court at its sole discretion reserves the right to move any collections accounts.
- Q27. Will meeting notes with the answers to questions from the pre-bid conference be shared with all bidders who have submitted the Confirmation Form?
A27. All material questions will be published via an Addendum to the RFP. Some of the questions asked within the meeting are identified herein.
- Q28. Item No.8 – Submittal Requirements: This section states that the proposal should not exceed 75 pages. Will samples of reports and notices be included in the 75 page limit?
A28. Yes.

- Q29. Exhibit 1 – Statement of Work, Section 1. Definitions refer to First Party and Third Party Collections: (1) By “First-Party”, will the Agency be performing collections in the name of the County/Court? (2). How many vendors does the County anticipate selecting for first party and third party services? (3) What evaluation factors will be used to select first party versus third party agencies?
- A29. (1) Correct. (2) One. (3) Proposed Rate(s), Historical Collection Percentage, The evaluation factors that will be utilized will be based on the firm’s responses to the RFP, for examples, Proposed Project and Work Plan, and References.
- Q30. Exhibit 1 – Statement of Work, Definitions refer to Primary and Secondary Collections: (1) Based on RFP Statement of work, it appears that First Party Debt (49 days delinquent) are primary placements and Third Party Collections (accounts over 121 days delinquent) are secondary placements. Please confirm. (2) What is the average?
- A30. (1) Correct. (2) On average, the court will refer approximately 3,000 accounts in First Party each month (\$2,175,000). Any delinquent accounts with no activity for 121 days from the date of 1st party referral will be transferred to 3rd party collections.
- Q31. Will the County allow the Proposer to collect payments at their local office(s) in addition to the on-site location.
- A31. Proposers which would like to provide this option to the County shall identify this capability and all of pertinent information regarding this matter in their response to Item No. 19 Evaluation Information, paragraph L – Other, for County’s review and determination.
- Q32. Does the County have the ability to include additional County department requirements for collection services as part of this RFP?
- A32. County, at its sole discretion, may include the requirements of other departments as part of this RFP or during the negotiation period between County and the selected/awarded Proposer.
- Q33. Do Proposer’s have the ability to charger customer’s additional fees like interest, credit card processing costs, etc?
- A33. No.

Except as modified herein, all other RFP specifications, terms and conditions shall remain the same.

Should you have any questions, I can be reached at (702) 455-2729 or chetanc@clarkcountynv.gov.

ISSUED BY:



CHETAN CHAMPANERI
Purchasing Analyst

Attachment(s): None

Cc: Tim Davis; Las Vegas Justice Court
Jeff Dunn; Las Vegas Justice Court
Sherri Parris; Las Vegas Justice Court
Kim Kampling, Las Vegas Justice Court