



ROANOKE COUNTY

Purchasing Division

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November 14, 2019

RFP # 2020-036
Check Recovery Services for Roanoke County Public Schools

ADDENDUM NO. 2

Answers to Bidder Questions

Due Date & Time:
November 21, 2019, 2:00 PM
(Local Prevailing Time)

RFP # 2020-036
Check Recovery Services for RCPS
ADDENDUM NO. 2

Answers to Bidder Questions

The following questions regarding RFP 2020-036 have been submitted to date by interested parties. The answers below are provided to the best of our ability. Responses are based on RCPS interpretation of raw data obtained.

1. Based on historical data, what is the expected liquidation rate of the debt to be placed? **This is unknown and cannot be determined from the data provided by incumbent to RCPS. If it is helpful, only 27 accounts of 855 (~3%) are outstanding to RCPS over 6 years of transactions.**
2. On a monthly basis, how many accounts will be placed, and what is the total value of those accounts? **The average monthly placement is 12 accounts valued at \$737.66. (Based on data from 2014 Q1 – 2019 Q3)**
3. Is there an incumbent provider for debt collection? If so, what is the current contingency? **Yes. The current contingency is \$2,082.31, which is accumulated through 27 accounts over the past 6 years.**
4. Why has this bid been released at this time? **The prior contract will be reaching the maximum contract term and requires solicitation according to County/Schools policy.**
5. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. **General satisfaction.**
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? **Envision Payment Solutions; nine years.**
9. How are fees currently being billed by any incumbent(s), by category, and at what rates? **Fees are charged directly to the Check Writer based on Virginia State Statute and not to the school division.**
10. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **The school district does not pay any fees directly to the incumbent. Fees are charged directly to the check writer.**
11. What is the total dollar value of accounts available for placement now by category, including any backlog? **\$2,082.31**
12. What is the total number of accounts available for placement now by category, including any backlog? **27**

13. What is the average balance of accounts by category? **\$77.12**
14. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? **Accounts are remitted directly to the service provider within 25 days of the date the check is returned.**
15. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? **12 average monthly # from 2014 Q1 – 2019 Q3**
16. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? **\$737.66 average monthly \$ from 2014 Q1 – 2019 Q3**
17. 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? **This is unknown and cannot be determined from the data provided by the incumbent to RCPS. If it is helpful, only 27 accounts of 855 (~3%) are outstanding to RCPS over 6 years of transactions.**
18. 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? **One-time placement at contract start up would be ideal.**
19. What is your case management/accounting software system of record? **SchoolFunds Online by TRA/KEVGroup.**
20. Who is your electronic payment/credit card processing vendor? **MySchoolBucks.**
21. 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? **Any such communication should be handled through The Roanoke County Purchasing Department.**
22. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred? **We are unaware of a process for this in place currently.**
23. How do your current processes and/or vendor relationship(s) handle the death of responsible party? **We are unaware of a process for this in place currently.**
24. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future? **No, we do not currently have a policy in place for this.**
25. Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims? **No, we have not done this historically.**

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