STATE OF NEW YORK
DEPARTMENT OF TAXATION AND FINANCE
Office of Budget & Management Analysis
Bureau of Fiscal Services
Building 9, Room 234
W.A. Harriman Campus
Albany, NY 12227

Patricia Mitchell, Chief Financial Officer
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February 26, 2010

Dear Bidder,

The Department is amending RFP 10-01, Collection Services for Delinquent In-state Tax Debt to:

- Correct the form references in the Schedule of Events, page 7;
- Correct Section V – Technical requirements, page 35;
- Correct Section V – Technical Requirements, pages 42 -43;
- Correct Section VI – Financial Proposal, page 44;
- Correct the Section Reference in Section VIII. A. 2. Proposal Response Requirements, Debt Collection Experience, page 60;
- Correct Section VIII. B. 1. Proposal Response Requirements, Debt Collection Response Requirements, page 63;
- Add the Section Reference to Section VIII. B. 2 – Proposal Response Requirements, System Response Requirements, page 64;
- Correct the Exhibit reference in Section VIII. B. 2.b, page 65;
- Correct Section VIII . B. 3 Experience and Reference Response Requirements, page 68;
- Correct the Section reference in Section VIII. B. #. B. Debt Collection References, page 69;
- Correct the Section reference in IX. B., page 76;
- Correct Article XIV, Invariable Terms and Conditions, Tax liabilities of the Draft Contract, page 124;
- Correct Attachment 14 – Financial Response Form, page 164;
- Correct Attachment B – Qualifying Debt Collection Experience, pages 166-167;
- Correct Attachment E – Debt Collection Services Response Form, pages 171-172
- Correct Attachment G – System Functionality Response Form, page 174;
- Correct Attachment J – Collection Experience and Reference Response Form, pages 178-179; and
- Correct Attachment K – Alternate Collection Experience and Reference Response Form, pages180-181.

Replacement pages are attached to this notification. All other requirements and conditions of the RFP remain as indicated.

Schedule of Events

Issuance of RFP	2/18/10
Deadline for filing the "Offerer Affirmation and Understanding of, and Compliance with, Procurement Lobbying Guidelines" (~~Appendix B-7, see also Section III C6~~ Attachment 2, see also Preface B.)	3/1/10
Deadline for Submission of Questions	3/1/10
Department Response to Bidder Questions	3/11/10
Deadline for Submission of Follow-up Questions	3/18/10
Department Response to Bidder Follow-up Questions	3/29/10
Deadline for Filing the "Notification of Intent to Bid" (~~Appendix B-1~~ Attachment 3)	4/6/10
Proposals Due	4/26/10
Notification of Intent to Award	5/21/10
Deadline for Contract Signature	6/21/10
Network Connectivity Test Begins	7/21/10
Development Phase Begins	9/3/10
Start Date for Active Collections	No later than six months after the start date of the Development Phase unless extended at the sole discretion of the Department

V. Technical Requirements

Section V outlines specific debt collection services and system requirements which the Bidder must address in response to this proposal.

All requirements are considered critical to successful contract implementation and are therefore mandatory. The Department will not issue a bid award to any Bidder who does not successfully demonstrate the capacity to meet these requirements. The Bidder's response will be evaluated on whether it meets all of these requirements; therefore, Bidders **must** provide the Department with **all** the information requested to establish they meet the minimums identified in these requirements. Bidder responses which meet those requirements will gain **evaluation points** in the scoring process to the extent the response exceeds what is required.

PLEASE NOTE: Failure to adequately respond to a mandatory requirement may result in Bidder disqualification. Incomplete responses will result in reduced technical evaluation points.

A. Debt Collection Services Requirements

Section II Inventory Background describes the inventory available for placement. The Bidder must have an understanding of the Department's needs and propose a comprehensive collection plan that addresses the following issues:

1. Collection Staff

The proposed Collection Plan must address the following staffing to work exclusively on the Department's Contract:

- Number of collectors;
- Number of collection leads/supervisors; and
- Number of collectors and leads/supervisors that are Spanish speaking.

In addition, identify the total number of years of Federal and/or state tax collection experience possessed by ~~required for~~ the collection manager to be assigned under the prospective contract.

2. Contacting Debtors

Describe efforts to contact debtors by phone and mail including the following detail:

- Indicate the number of letter attempts within 30 and 60 days;
- Describe a proposed methodology of automated phone attempts including if phone attempts are made on Saturdays;
- Indicate the number of manual phone attempts within 30 days, manual phone attempts ~~on~~ made on Saturdays; and the number of Saturdays per month that the phone attempts will be made; and
- Provide samples of all collection letters proposed including bi-lingual letters.

1. Debt Collection Experience

~~The Bidder must have five years experience collecting debts on behalf of clients since February 1, 2005, must have had a minimum of one contract with an average annual placement of 50,000 cases; or more, over the life of the contract; and must have had one contract with a Federal or state entity for which the primary objective is the collection of taxes.~~

Note: All contracts submitted in response to this section must have been in the active collection phase for a minimum of one year.

1. The Bidder must demonstrate that they have continuously engaged **in the collection of debts on behalf of clients** since February 1, 2005 with at least one contract for a minimum period of 3 years; and

2. The Bidder must have experience with a portfolio of collection cases from one client with an average annual placement of at least 50,000 cases over the life of the contract; and

3. The Bidder must have had one contract with a Federal or state entity for which the primary objective is the collection of taxes.

Bidders who meet these criteria, have met minimum requirements for Bidder experience.

It is desirable that the Bidder have prior experience in the collection of debt similar in nature, size, scope and complexity as set forth in this RFP.

The Department is particularly interested in and will evaluate the Bidder's prior experience with:

a. Tax debt collection for Federal and/or state entities. Special weight will be given to collection for:

   i. Personal Income, Corporation, Sales and/or Withholding taxes;

   ii. Tax debt collection for contracts with an average annual placement of 50,000 cases or more;

   iii. Total inventory value placed;

b. Non-tax debt collection for Federal and state government entities. Special weight will be given for contracts with an average annual placement of 50,000 cases or more. Special weight will be given for:

   i. Collection for contracts with an average annual placement of 50,000 cases or more; and

ii. Total inventory value placed.

c. The Department will also evaluate, but will give less weight to, other debt collection contracts. Special weight will be given for:

i. Collection for contracts with an average annual placement of 50,000 cases or more;

ii. Total inventory value placed;

d. The Bidder must indicate if the collection strategy proposed to be utilized by the Bidder in Section V. A. was successfully employed by the Contractor in the past.

The Bidder should select contracts that best meet the criteria to be evaluated.

The Bidder must have satisfactory references for these contracts for technical scoring.

2. References

Note: The contract that the bidder is submitting as the "qualifying experience" as required in section III. B. must also be included as a contract in response to the "technical experience" required in this section. All other references provided in response to this section must be the reference contacts for the contracts submitted in response to Section V.C.1. Debt Collection Experience. Separate contact names may be provided for Debt collections and IT systems, as necessary.

The Department will contact client references provided to ensure the Bidder can undertake and complete a project of the scope, size and complexity as set forth in this RFP. Reference contacts provided for Debt Collection must be familiar with the debt collection services provided by the Bidder. Reference contacts provided for IT Systems must be familiar with the client's computer application system and the process for exchanging data.

The Bidder shall be solely responsible for providing contact names, email addresses and phone numbers for up to five client references who are readily available to be contacted by the Department and capable of responding to performance questions. If DTF is unable to contact or obtain information from any reference, the Bidder will be provided **one** opportunity, with a deadline, to assist in obtaining cooperation from those clients who have not responded.

VI. Financial Proposal

The Bidder must provide a single fixed rate they will charge as a percentage of the money collected from collection cases received. The fixed rate must be inclusive of all costs that may arise during the performance of services outlined in this RFP. **No other add on costs will be allowed.**

The fixed rate percentage fee shall not be increased during the first two years of any contract resulting from this RFP. ~~Thereafter, a~~Any proposed increase of the fee for the third year of the contract term must be requested by the Contractor in writing sixty (60) days in advance of the anniversary date of the Contract. Such increase shall be subject to negotiation between the Department and the Contractor. Notwithstanding the foregoing, rate increases for the third year ~~subsequent years~~ shall be limited to the percentage change in the Consumer Price Index for All Urban Customers as reported by the U.S. Department of Labor, Bureau of Statistics for the CPI-U for the preceding twelve (12) month period or five percent (5%), whichever is smaller.

If the renewal option is exercised, rate increases for each of the two subsequent renewal periods shall ~~be so~~ also be limited to the percentage change in the Consumer Price Index for All Urban Customers as reported by the U.S. Department of Labor, Bureau of Statistics for the CPI-U for the preceding twelve (12) month period or five percent (5%), whichever is smaller.

VIII. Proposal Response Requirements

A. Qualifying Requirements

1. Insurance

On **Attachment A**, the Bidder must provide its current insurance information and must attach a copy of its current certificate of insurance including a description of each type of coverage and the amount of coverage.

2. Debt Collection Experience

The Bidder will be evaluated in the extent it meets the qualifying requirements in Section III.B.~~2.~~ Complete **Attachment B** with the applicable information to substantiate such experience.

3. Electronic Data File Exchange

Response to this requirement is in conjunction with the response to the requirement for Sections III. C. and V. B. 1. The Bidder must complete **Attachment F** with the applicable information.

4. Financial Stability

Using **Attachment C**, the Bidder must submit the following:

a. Financial Data

The Bidder must submit proof of financial stability required for its particular organizational structures as set forth in the requirements listed in paragraphs i through viii below. Audited/reviewed financial statements, required where indicated below, must have been prepared by a CPA in accordance with GAAP. All required information must be provided for any predecessor company within the last three years and any other subsidiary, affiliate, and/or related company requested by the Department. Any additional information requested must be submitted.

i. If the Bidder is a subsidiary of a parent company that is publicly held, the Bidder must comply with the preceding requirements by either (a) submitting separate, audited/reviewed, annual financial statements for the parent and subsidiary for the last three years OR (b) by submitting audited/reviewed, annual financial statements for the parent for the last

Collection Staff

The proposed Collection Plan must address the following staffing to work exclusively on the Department's Contract:

- Number of collectors;
- Number of collection leads/supervisors; and
- Number of collectors and leads/supervisors that are Spanish speaking.

In addition, identify the number of years of Federal and/or state tax collection experience required for the collection manager.

Contacting Debtors

Describe efforts to contact debtors by phone and mail including the following detail:

- Indicate the number of letter attempts within 30 and 60 days;
- Describe methodology of Automated phone attempts including of phone attempts are made on Saturdays;
- Indicate the number of manual phone attempts within 30 days; manual phone attempts on Saturdays; and how many Saturdays per month; and
- Provide samples of all collection letters proposed including bi-lingual letters.

Case scoring and prioritization, skip tracing efforts

Describe efforts and sources used~~: automated and manual.~~ for both automated and manual procedures. Additionally provide:

- Flowcharts of processes;
- Indicate if any statistical or algorithmic scoring is used for case scoring in terms of recovery expectations; and
- Indicate if specialized personnel, 100% dedicated to skip tracing, will be utilized for this contract.

Department access to contractor's collection system

Section IV. DD, states the contractor must provide the Department remote access to the contractor's collection system, in real time, for active, recalled, and returned cases. Describe the proposed collections system in terms of access, functionality and navigation including, but not limited to:

- if client access is user or terminal based;
- if the collection system utilizes graphical user interface (GUI) system; and
- availability of client access (e.g. 24/7 etc.)

.**Quality Assurance**

- Describe the policy for handling debtor complaints including, but not limited to, if an independent Quality Assurance person or Ombudsman reviews debtor complaints;
- Describe the policy for reviewing collector phone calls
- Describe the collectors' training program~~ in terms of the nature and length of time for the client's contract.~~ for standard collections laws and regulations, the collection system used and for client specific training. Include information on how much time is devoted to each in terms of classroom versus on the job training.

Contract Administration / Facilities

It is the Department's desire to utilize only one contract facility for this contract. State how many of the following proposed staff will be on the same site: Contract Administrator, Client Services Manager, Collection staff and IT staff.

1. System Response Requirements

The Bidder's response to the System Requirements identified in Section V. B. will be used to evaluate their ability to develop or modify its system to implement this project and to provide adequate technical support throughout the life of the contract.

a. Electronic Data File Exchange

The Bidder's proposed electronic data exchange process will be evaluated to determine whether the Bidder has the capacity to meet this requirement and to the extent the proposal exceeds the requirements.

On **Attachment F** the Bidder must provide:

- A detailed narrative describing the Bidder's proposed method of electronic data file exchange.
- A narrative that demonstrates the Bidder has acceptable internet browser software.
- The Bidder's data communication security measures.
- The Bidder's proposed method to provide access to its system.
- The Bidder must indicate they agree to make technological changes to meet upgrades to industry supported standards.

b. System Functionality

The Bidder's response will be evaluated to determine if the requirements have been met and will be scored based upon the responses provided.

The response must provide Department personnel with a clear understanding of how the proposed system will support the collection process and requirements set forth in this RFP.

With **Attachment G,** the Bidder must provide: (1) a complete narrative description of its proposed system and (2) system flowcharts. At a minimum, the narrative description must include:

- o The process for receiving files sent from the Department (see Exhibit 2), including edits and validations performed, storage of the data on the Contractor's system, exception processing (identification,

- o reporting, resolution), storage of new tax debtor records, and update of previously stored tax debtor records.

- o The process for creating files sent to the Department (See Exhibits 2, ~~and~~ 3 and 4).

- o The process that will store the records needed to support the case history requirement and required management reporting.

- o A Data Model Diagram that shows how the tax debtor records will be stored in the Bidder's system, including all keys and relationships.

- o A development timeline that shows projected dates for each phase and milestones for the project.

The Bidder must also indicate which processes of the proposed system are: 1) existing; 2) modifications of existing processes and 3) new processes.

Please note, generic system information, white papers and/or promotional material are not sufficient to meet the requirements of this proposal. The Bidder must indicate its approach to each of the areas listed above.

c. Technical Staff

To meet minimum requirements, on **Attachment H** the Bidder must agree it will assign the requisite staff necessary to meet all deadlines to develop, modify and complete an IT system to implement the contract to the Department's satisfaction and to successfully maintain the IT system during the life of the contract.

d. Security and Confidentiality

On **Attachment I**:

1. The Bidder must describe how it will assure the security and confidentiality of the Department's data.

   - Documented information security policies that address the security, confidentiality, integrity, and availability of the Contractor's information systems.

The Bidder may provide up to two (2) Alternate Experience and Reference Contracts to be used in the event the Department is unable to contact a primary reference. Bidder's wishing to submit alternate references should complete **Attachment K**.

a. Debt Collection Experience

The Bidder must complete **Part I of Attachment J** with information for up to five contracts to support the following requirements:

~~The Bidder must have five years experience collecting debts on behalf of clients since February 1, 2005, must have had a minimum of one contract with an average annual placement of 50,000 cases, or more, over the life of the contract and must have had one contract with a Federal or state entity for which the primary objective is the collection of taxes.~~

Note: All contracts submitted in response to this section must have been in the active collection phase for a minimum of one year.

1. The Bidder must demonstrate that they have continuously engaged **in the collection of debts on behalf of clients** since February 1, 2005 with at least one contract for a minimum period of 3 years; and

2. The Bidder must have experience with a portfolio of collection cases from one client with an average annual placement of at least 50,000 cases over the life of the contract; and

3. The Bidder must have had one contract with a Federal or state entity for which the primary objective is the collection of taxes.

Bidders who meet these criteria have met minimum requirements for Bidder experience.

It is desirable that the Bidder have prior experience in the collection of debt similar in nature, size, scope and complexity as set forth in this RFP. Please provide information on five contracts to be used to evaluate Bidder experience.

The Department is particularly interested in and will evaluate the Bidder's prior experience with:

1. Tax debt collection for Federal and/or state entities. Special weight will be given to collection for:

    a. Personal Income, Corporation, Sales and/or Withholding taxes;

    b. Tax debt collection for contracts with an average annual placement of 50,000 cases or more;

c. Total inventory value placed;

2. Non-tax debt collection for Federal and state government entities. Special weight will be given for contracts with an average annual placement of 50,000 cases or more. Special weight will be given for:

   a. Collection for contracts with an average annual placement of 50,000 cases or more; and

   b. Total inventory value placed.

3. The Department will also evaluate, but will give less weight to, other debt collection contracts. Special weight will be given for:

   a. Collection for contracts with an average annual placement of 50,000 cases or more; and

   b. Total inventory value placed.

The Bidder must indicate if the collection strategy proposed to be utilized by the Bidder in Section V. A. was successfully employed by the Contractor in the past.

b. Debt Collection References

The Department will contact all client references to evaluate the Bidder's past performance related to debt collection. The Bidder should provide reference information for up to five contracts and/or clients that best represents the Bidder's ability to undertake a project of the scope, size and complexity as set forth in Section VIII. B. 3. a. If DTF is unable to contact or obtain information from any reference; the Bidder will be provided **one** opportunity, with a deadline, to assist in obtaining cooperation from those clients who have not responded.

On **Part II of Attachment J**, the Bidder must provide client references for each contract submitted in response to Section V. C. 1 (including the qualifying contract(s)). Reference **contacts must be familiar with the debt collection services provided by the Bidder**.

On **Part III of Attachment J,** the Bidder must provide client references for each contract submitted in response to Section V. C. 1~~2~~ (including the qualifying contract(s)). Reference contacts may be the same as those provided in Section III. B. and/or Section V. C. 1; however, the contact submitted for this section must be an individual **familiar with the client's computer application system and the process for exchanging data**.

The Department will contact all client references to evaluate the Bidder's past performance related to the development or modification their system to meet client requirements.

C. Financial Response Requirements

The Bidder must complete **Attachment 14** Financial Rate Response Form. This proposal must be included in the Administrative Proposal.

D. Administrative Response Requirements

Bidders must provide the following administrative information in their bid proposal.

1. Cover Letter

The cover letter must be signed by an official authorized to bind the Bidder to proposal provisions.

The cover letter must include the following:

- The complete name and address of the bidding entity;

90 Cohoes Avenue
Green Island, NY 12183

Only under circumstances identified in Section VII. A. 16 ~~17~~, will the Department consider any proposal received after the time and date specified in the Schedule of Events. In the event a package is not labeled properly as described in this section, the Department reserves the right to inspect the contents of the package(s) to determine the contents. The Bidder shall have no claim against the Department arising from such inspection and such inspection shall not affect the validity of the procurement. Notwithstanding, the Department's right to inspect the contents of the package(s), the Bidder assumes all risk of late delivery associated with the bid not being identified, packaged or labeled in accordance with the foregoing requirements.

E. Licensed Software and Licensed Documentation

1) Contractor grants the Department, at no charge, an irrevocable, nonexclusive license and right to use, copy, display and internally distribute at its own expense the Licensed Software provided by Contractor to perform the Services under the Contract. Contractor shall employ, and shall provide the Department with the information needed to install and use, copy, display, and internally distribute the Licensed Software and Licensed Documentation provided by Contractor for performance of the Services under the Contract.

2) Contractor shall, at no additional cost to the Department, be responsible for maintaining the Licensed Software used in providing the Services hereunder, throughout the term of this Agreement, and for any additional period of time during which Contractor continues to perform services for the Department.
3) Contractor agrees to provide the Department with prompt access to all Licensed Software used to perform the Services hereunder, and related Licensed Documentation to the extent of Contractor's intellectual property rights in such software and documentation, upon reasonable notice by the Department, throughout the term of this Agreement.

Article XIV: General Terms and Conditions

Invariable Terms and Conditions

Appendix A

The Contractor has read and agrees to Appendix A (standard Contract Clauses), which is incorporated as part of the Agreement without revision.

Tax Liabilities:

All outstanding Tax Liabilities, due to the State of New York from the Contractor, or Contractor's partners, ~~employees,~~ agents and subcontractors engaged in providing services under this Agreement, other than tax liabilities being contested by any such party, must be satisfied prior to the execution of this Agreement, or a payment schedule arranged for their speedy satisfaction.

Payment Records:

The Contractor must maintain adequate records as prescribed by the Department to substantiate all claims for payment and must make those records available in New York State for examination and copying.

Attachment 14 – Financial Response Form

This form is for the financial proposal requirement as requested in **Section VI** and Section VIII.C. of RFP 10-01:

Fixed Percentage of Collections: __________%

The above single fixed percentage fee must incorporate all costs associated with collection activities as described in this RFP.

The percentage fee shall not be increased during the first two years of the initial term of any contract resulting from this RFP. Any proposed increase of the fee for the third year of the contract term must be requested by the Contractor, in writing, sixty (60) days in advance of the anniversary date of the Contract. Such increase shall be subject to negotiation between the Department and the Contractor. Notwithstanding the foregoing, rate increases for the third year shall be limited to the percentage change in the Consumer Price Index for All Urban Customers as reported by the U.S. Department of Labor, Bureau of Statistics for the CPI-U for the preceding twelve (12) month period or five percent (5%), whichever is smaller.

If the renewal option is exercised, rate increases for each of the two subsequent renewal periods shall ~~be so~~ also be limited to the percentage change in the Consumer Price Index for All Urban Customers as reported by the U.S. Department of Labor, Bureau of Statistics for the CPI-U for the preceding twelve(12) month period or five percent (5%), whichever is smaller.

Firm Name: ______________________________________

Authorized Signature: ______________________________________

Printed Name: ______________________________________

Title: ______________________________________

Federal ID # ______________________________________

Date: ______________________________________

Attachment B – Qualifying Debt Collection Experience

This form is for the Debt Collection Experience requirements as specified in III. B and VIII. A. 2.

Note: All contracts submitted in response to this section must have been in the active collection phase for a minimum of one year.

1. The Bidder must demonstrate that they have continuously engaged in the **collection of debts on behalf of clients** since February 1, 2005 with at least one contract for a minimum period of 3 years; and

Date Bidder began business of Debt Collection (including month and year): ___________________

Client Name: ____

Client Address: ____

____

Client Contact Name: ____

Client Phone Number: ___________________ Client Fax Number: ____________________

Client e-mail address: ____

Contract Start date: ______________ Contract End date: _________

Date Active Collections began: ___________________________________

2. The Bidder must have experience with a portfolio of collection cases from one client with an average annual placement of at least 50,000 cases over the life of the contract.

Client Name: ____

Client Address: ____

____

Client Contact Name: ____

Client Phone Number: ___________________ Client Fax Number: ____________________

Client e-mail address: ____

Contract Start date: ______________ Contract End date: __________

Date Active Collections began: ____________________________________

Number of cases placed annually: _____________

~~1.~~ The Bidder must have had one contract with a Federal or state entity for which the primary objective is the collection of taxes.~~ctive is the collection of taxes and has been in the active collection phase for a minimum of one year.~~

Type of entity: ☐ Federal ☐ State

Type of Tax: ☐ Personal Income ☐ Corporation ☐ Sales ☐ Withholding ☐ Other: _______

Contract Start date: ______________ Contract End date: ____________________

Date Active Collections Began: ____

Entity Name: ____

Entity Address: ____

____

Entity Contact Name: ____

Entity Contact Phone Number: ________________Entity Fax Number: ___________

Entity email: ____

Attach additional sheets as necessary to meet the requirement.

Attachment E – Debt Collection Services Response Form

This form is for the Debt Collection Services requirement as specified in Sections V. A. and VIII. B. 1.

Bidder Name: ______________________________

The Bidder must have a clear understanding of the Department's needs and attach a narrative describing a comprehensive collection plan that addresses , at a minimum, the following:

A. Collection Staff:

The proposed Collection Plan must address the following staffing to work exclusively on the Department's Contract:

- Number of collectors;
- Number of collection leads/supervisors; and
- Number of collectors and leads/supervisors that are Spanish speaking.

In addition, identify the total number of years of Federal and/or state tax collection experience possessed by ~~required for~~ the collection manager to be assigned under the prospective contract.

B. Contacting Debtors

Describe efforts to contact debtors by phone and mail including the following detail:

- Indicate the number of letter attempts within 30 and 60 days;
- Describe methodology of Automated phone attempts including of phone attempts are made on Saturdays;
- Indicate the number of manual phone attempts within 30 days; manual phone attempts on Saturdays; and how many Saturdays per month; and
- Provide samples of all collection letters proposed including bi-lingual letters.

C. Case scoring and prioritization, skip tracing efforts

Describe efforts and sources used: automated and manual. Additionally provide:

- Flowcharts of processes;
- Indicate if any statistical or algorithmic scoring is used for case scoring in terms of recovery expectations; and
- Indicate is specialized personnel 100% dedicated to skip tracing will be utilized for this contract.

D. Department access to contractor's collection system

Section IV. DD, states the contractor must provide the Department remote access to the contractor's collection system, in real time, for active, recalled, and retuned cases. Describe the proposed collections system in terms of access, functionality and navigation including, but not limited to:

- if client access is user or terminal based,;

- if the collection system utilizes graphical user interface (GUI) system; and
- Availability of client access (e.g. 24/7 etc.)

E. Quality Assurance

- Describe the policy for handling/resolving debtor complaints including, but not limited to, if an independent Quality Assurance person or Ombudsman reviews debtor complaints;
- Describe the policy for reviewing collector phone calls; and
- Describe the collectors' training program ~~in terms of the nature and length of time for the client~~ for standard collections laws and regulations, the collection system used and for client specific training. Include information on how much time is devoted to each in terms of classroom versus on the job training.

F. Contract Administration / Facilities

It is the Department's desire to utilize only one contract facility for this contract. State how many of the following proposed staff will be on the same site: Contract Administrator, Client Services Manager, Collection staff and IT staff.

Attachment G – System Functionality Response Form

This form is for the System Functionality requirement as specified in **Section V. B. 2. and VIII. B. 2. b.**

The Bidder's response must provide Department personnel with a clear understanding of how the proposed system will support the collection process and requirements set forth in this RFP.

The Bidder must provide: (1) a complete narrative description of its proposed system and (2) system flowcharts. At a minimum, this narrative description must include:

- The process for receiving files sent from the Department (see Exhibit 2), including edits and validations performed, storage of the data on the Contractor's system, exception processing (identification, reporting, resolution), storage of new tax debtor records, and update of previously stored tax debtor records.
- The process for creating files sent to the Department (See Exhibits 2, 3 and 4).
- The process that will store the records needed to support the case history requirement and required management reporting.
- A Data Model Diagram that shows how the tax debtor records will be stored in the Bidder's system, including all keys and relationships.
- A development timeline that shows projected dates for each phase and milestones for the project.

The Bidder must also indicate which processes of the proposed system are: 1) existing; 2) modifications of existing processes and 3) new processes.

Attach additional sheets as needed.

Attachment J – Collection Experience and Reference Response Form

Complete (1) form for each contract/reference provided in response to Sections V. C. . and VIII. B. 3.

- Bidders should provide information for up to five (5) contracts that meet the requirements outlined in Section V.C.1. If the Bidder is unable to provide five (5) contracts, it should provide as many contracts as possible.

Note: The contract(s) that the bidder is submitting as the "qualifying experience" as required in section III. B. must also be included as a contract(s) in response to the "technical experience" required in this section.

Part I - Section V.C.1 and VIII.B.3.a– Bidder Experience

Please provide information for five contracts to be used to evaluate the Bidders experience.

Client Name: ____

Client Address : ____

____

2. Contract Information:

   a) Contract Dates (Month/Year)

      Begin Date ______________ End Date ______________

   b) Date Contract began Active Collection (Month/Year): ____________

3. Type of Entity: ❑ Federal ❑ State ❑ Other

4. Average Annual Case Placement (number of cases): ___________________________

5. Debt Collection Experience

   a) For Tax Clients - Please indicate type of tax collected - check all that apply

      ❑ Personal Income Tax ❑ Corporation Tax ❑ Sales Tax ❑ Withholding Tax

      ❑ Other, please specify ____

   b) For Non-Tax Clients – Please describe type of debt collected: __________________

6. Total Inventory value placed: $______________

7. The Bidder must indicate if the collection strategy proposed to be utilized by the Bidder in Section V. A. ~~2~~ was successfully employed by the Contractor in the past.

Section V.C.2 and VIII.B.3.b– Bidder Reference

Part II - Debt Collection Services Reference

Contact Name: ____

Phone Number ____________________________

Fax Number ____________________________

Email Address ____

Part III - Systems Reference

Contact Name: ____

Phone Number ____________________________

Fax Number ____________________________

Email Address ____

*Attach additional forms as necessary for each contract submitted for Collection Experience.

Attachment K – Alternate Collection Experience and Reference Response Form

Complete (1) form for each alternate contract/reference provided, for a maximum of two (2) in response to Sections V. C. . and VIII. B. 3.

Part I - Section V.C.1 and VIII.B.3.a– Bidder Experience

Please provide information for five contracts to be used to evaluate the Bidders experience.

Client Name: ____

Client Address : ____

____

2. Contract Information:

    c) Contract Dates (Month/Year)

        Begin Date _______________ End Date _______________

    d) Date Contract began Active Collection (Month/Year): _____________

3. Type of Entity: ❑ Federal ❑ State ❑ Other

4. Average Annual Case Placement (number of cases): ______________________________

5. Debt Collection Experience

    c) For Tax Clients - Please indicate type of tax collected - check all that apply

    ❑ Personal Income Tax ❑ Corporation Tax ❑ Sales Tax ❑ Withholding Tax

    ❑ Other, please specify ____

    d) For Non-Tax Clients – Please describe type of debt collected: ____________________

6. Total Inventory value placed: $_____________

7. The Bidder must indicate if the collection strategy proposed to be utilized by the Bidder in Section V. A. ~~2~~ was successfully employed by the Contractor in the past.

Section V.C.2 and VIII.B.3.b– Bidder Reference

Part II - Debt Collection Services Reference

Contact Name: ____

Phone Number ______________________________

Fax Number ______________________________

Email Address ____

Part III - Systems Reference

Contact Name: ____

Phone Number ______________________________

Fax Number ______________________________

Email Address ____

*Attach additional forms as necessary for each contract submitted for Collection Experience.