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### OCCC RFP COLLECTION / DEBTOR AGENCY

**Vendor's questions pertaining to our RFP: COLLECTION / DEBTOR AGENCY are answered below.**

1. Question: Does OCCC currently outsource for the collection of delinquent accounts?  
Answer: Yes.
2. Question: Who is the incumbent, and how long has the incumbent been providing the requested services?  
Answer: Penn Credit (since 2011) and Alliance One (since 2003).
3. Question: Does your current vendor(s) have employees at the Court? If so, how many?  
Answer: Yes, there are currently three employees assigned for both Penn and Alliance at the courthouse.
4. Question: How are fees currently being billed by any incumbent(s), by category, and at what rates?  
Answer: 40% is being charged by the current vendors and is collected at the time of payment by the customer.
5. Question: What is the success rates of the current vendor(s)?  
Answer: It varies by case type with felony being the lowest collection rates and civil traffic being the highest.
6. Question: Is there an incumbent agency? If so, is OCCC happy with their rate and performance?  
Answer: The RFP is open to everyone, current vendors and new.
7. Question: Why is the contract out to bid at this time?  
Answer: We wish to remain competitive in all of our contracts and require them to be rebid periodically.
8. Question: Has the previous contract gone to full term?  
Answer: Yes.
9. Question: When does any current collection contract expire?  
Answer: Both are running year to year at this time.
10. Question: Have all options to extend the current contract been exercised?  
Answer: Yes, but the current vendors have the opportunity to repond to the RFP as well.
11. Question: If a new vendor is selected, will cases from a previous vendor be assigned to the new vendor?  
Answer: Yes.

12. Question: Approximately how many cases does the Court anticipate on placing in an average month?

Answer: This number could vary however the average is 2,500 – 3,000 cases per month

13. Question: The Florida Office of Financial Regulations does not provide a license to its approved entities. Would a printout from the website showing that we are approved suffice for the Court?

Answer: Yes.

14. Question: Who does the court currently use for its armored services agreement?

Answer: Dunbar Armored.

15. Question: Section 5.2 mentions that notices should not make references to warrants. Does the County currently issue warrants?

Answer: No, the Clerk's office does not issue warrants.

16. Question: At what point is a defendant considered delinquent?

Answer: For sending cases to a collection agency, the defendant must be at least 90 days beyond the latest payment date or latest letter sent from the Clerk's office.

17. Question: Please describe the County's current re-licensing program.

Answer: The re-licensing program is handled by the agencies. They require a 40% down payment of the defendants total amount due. The agency will then do the release of the suspension to CCIS (state database) for traffic and an affidavit for criminal. If the defendant defaults, the agency contacts the Clerk with the case number and name to issue the suspension again. At this time, only traffic will re-suspend for defaulting the agency's re-licensing program. When the defendant is entered into this program, they are given 6 months to pay the balance; however there are exceptions to the rule, i.e., if they owe a large balance the 6 months may turn into 18 months.

18. Question: Does the County currently credit report?

Answer: OCCC does not currently report collection efforts to the credit bureaus.

19. Question: What collection activity has already been performed on the accounts?

Answer: The cases are sent to an agency after 90 days of non-payment. In that time frame, the Clerk will have sent out two post cards to the defendants last known address and a suspension issued for the CT/TR cases before it is sent. Also, the defendant is given the opportunity to show up to Collection Court or pay before it is sent and/or to get the license back in good standing.

Post Cards – 6 days late – 1st post card is sent

36 days late – 2nd post card is sent

60 days late – Defendant's license is suspended

90 days – no payment/no collection court appearance, so case is sent to a collection agency

20. Question: RE #19 on page 6: please clarify "The vendor shall assume financial responsibility for all payments it accepts." Our policy is put a 14-day hold on checks received ... how does this requirement affect the requirement for a daily transaction report (which would not include a check received but not yet cleared)?

Answer: Because the agency is responsible for the payments it accepts, we expect full payment from the prior day's activity. If it is in the file to be posted to the case, we expect payment for it.

21. Question: Would a proven process for recovering NSF checks be acceptable to OCCC?

Answer: You are welcome to provide more details in your reponse for OCCC to consider.

22. Question: Would you turn over any old account as well?

Answer: Yes, we might as we review and clean up our case data

23. Question: Is the on-site representative negotiable?

Answer: No.

24. Question: 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?

Answer: The only secondary placements would be if a swap between agencies is initiated due to dormancy on accounts. And no, there would not be a separate fee for these accounts.

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

Answer: : This information is not currently available.

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

Answer: The average amount placed each month is approximately \$2,000,000

27. 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: We have not set any specific rates of return for this project.

28. Question: 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

Answer: Yes

29. Question: Under 10.1 Cost and Fee Agreement, fees are described as “percentages of gross collections of outstanding amounts due and shall be fixed at a rate to not exceed 25%” and “fees shall be charged only as a percentage of the gross amount of collection items actually collected. Such fees shall be paid only with respect to the amounts of collections actually remitted to the Clerk.” Please clarify your intent.

Example A:

\$100 fine

\$25 coll fee (25%)

\$125 total owed and collected.

Agency receives \$25, which is 20% of the total amount collection.

OR

Example B:

\$100 fee

\$33.3 coll fee (33.3%)

\$133.3 total owed and collected

Agency receives \$33.3, which is 25% of the total amount collected.

Answer: At a 25% rate, a \$100 account sent to an agency would generate \$125 as the amount due from the customer. The agency would keep \$25 and the Clerk would receive the full original \$100.

30. Question: Please provide the dollar amount of fees paid during the last three years.

Answer: Amounts from the agencies collected for the past three fiscal years amounted to:

2014 - \$6,427,314

2013 - \$6,360,193

2012 - \$5,237,959

The current amount kept by the agencies as their fee would be 40% of the above amounts

31. Question: What types of cases will be placed for collections?

Answer: The cases noted in the RFP are circuit and county criminal, juvenile, civil and criminal traffic cases.

32. Question: Is there a current backlog of accounts to be placed? If so, what is the number, dollar value (preferably by age of less than 1 year, 1-2 years old, and older than 2 years)? Please also provide a breakdown by case type.

Answer: No, we are current in our case assignment. However, we are continually reviewing and cleaning up our database and it is possible that there will be some backlogged cases available to send to vendors.

33. Question: Has OCCC implemented any amnesty programs over the last two years?

Answer: Yes, we participated in a statewide initiative in April of 2015 where the agencies forfeited their 40% collection fee.

34. Question: Do you anticipate implementing any amnesty programs during the duration of the agreement?

Answer: While not currently planned, we have included in the RFP a statement that we reserve the right to undertake such an initiative again in the future.

35. Question: If so, will the agency assist and receive fee on collections during any amnesty program?

Answer: If the initiative is during normal operating hours, it would be expected that the onsite staff would assist if they are working and customers come to their windows, but they will not earn a fee for such services.

36. Question: Is there a location preference for the work location?

Answer: Yes, the agencies are located in the downtown courthouse traffic division.

37. Question: There are sections that are very specific to the number of pages, and then others that do not mention page limits. Is there a page limit on the full RFP?

Answer: There is no page limit on the full RFP but certain sections have limits. Please read the RFP for instructions on maximum pages for each section.

38. Question: Does the 10 page limit on the Sample Files/Reports include both reports to the OCCC and a sampling of notices sent to the defendants?

Answer: Yes.

39. Question: Do you prefer the points listed in 5.1 Scope of Work to be included into the 10 page page Work Plan, or is this meant to be a different section with a definable page limit?

Answer: The Work Plan is limited to 10 pages.

40. Question: Does the selected vendor need to have experience in the Florida court system to be awarded the business?

Answer: It is not a requirement of this RFP

41. Question: Will all the questions submitted by each vendor be answered and distributed to all firms known to have a copy of the RFP?

Answer: Vendor questions and answers will be posted publicly on [www.myorangeclerk.com](http://www.myorangeclerk.com). As a courtesy, we may forward a copy to firms that submitted questions.

42. Question: Will you be having a bidders conference?

Answer: No.

43. Question: Please confirm the due date for this procurement is 9/11/2015.

Answer: All responses to this RFP must be received by 5:00PM ET on 9/11/2015.

44. Question: When is the anticipated contract start date?

Answer: Mid to late October 2015. However, due to system integration and report set up work to be done, it may be as late as February before cases are actually sent from the Clerk to the vendor.

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

Answer: Two vendors maximum.

46. Question: What are the evaluation factors and weighting for each of those factors?

Answer: See RFP for these items.