

Village of Hanover Park
Collection Agency RFP Q&A

October 17, 2016

1. Do you out source now? **Yes.**
2. If, so, what is the rate of return? **10% - 30%.**
3. I have seen Appendix A, but can you tell me how the average number of accounts per month? **Average per month - Red Light Camera – 25; Towing Fines – 9; Parking Violation – 244; Ordinance Violation – 42; Miscellaneous Receivable – 10; Animal Violation – 4.**
4. What is the average balance of each account? **Varies – Red Light Camera \$100 - \$200; Towing Fines \$500, Parking Violation \$30 - \$150; EMS rates \$525 - \$2,000; Miscellaneous Receivables \$50 - \$500.**
5. Please confirm the due date for this procurement is **11/4/2016. Yes. Documents must be received in sealed format no later than 2:30pm on Friday, November 4, 2016.**
6. What is the date by which you will answer these questions? **Normally within 48 – 72 hours upon receiving the questions.**
7. Why is the contract out to bid at this time? **End of optional year.**
8. When is the anticipated contract start date? **January 1, 2017.**
9. Has the current contract gone full term? **Yes.**
10. Have all options to extend the current contract been exercised? **Yes.**
11. Who is the incumbent, and how long has the incumbent been providing the requested services? **Northwest Collectors Inc.**
12. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? **None.**
13. How are fees currently being billed by any incumbent(s), by category, and at what rates? **The agreement allows the contractor to collect & pay the Village less the percentage (%) they are entitled to.**
14. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **Red Light Camera – 35%; Ambulance Fees – 30%; Violations – 40%.**
15. To how many vendors are you seeking to award a contract? **One.**

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16. Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen? **Refer to page 5 of RFP.**
17. Please describe your level of satisfaction with your current vendor(s), if applicable. **Very satisfied.**
18. What collection attempts are performed or will be performed internally prior to placement? **Invoicing, Past Due Notices, contacting customers (Letters and phone calls).**
19. What is the total number of accounts available for placement now by category, including any backlog? **Red Light Camera - 47; Animal Violation - 146; Towing Fines - 236, Parking Violation - 6829; EMS - 20; Miscellaneous Receivables 266; Ordinance Violation - 821.**
20. What is the average balance of accounts by category? **Varies - Red Light Camera \$100 - \$200; Towing Fines \$500, Parking Violation \$50 - \$150; EMS rates \$525 - \$2,000; Miscellaneous Receivables \$50 - \$500; Animal Violation \$50 - \$250; Ordinance Violation \$25 - \$850.**
21. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? **60 - 120 days.**
22. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? **Average per month - Red Light Camera - 25; Towing Fines - 9; Parking Violation - 244; Ordinance Violation - 42; Miscellaneous Receivables - 10.**
23. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? **Average per month - Red Light Camera - \$5,000; Towing Fines - \$4,500; Parking Violation - \$20,000; Ordinance Violation - \$10,000; Miscellaneous Receivable - \$2,000; Animal Violation - \$500.**
24. 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? **10% - 30%. Anticipated/expected 50% - 80%**
25. 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? **To be determined.**

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26. What computer software system do you use to manage your accounts/inventory? **Miscellaneous Receivable – New World System; Parking, Ordinance and Animal Violations, Towing Fines – DACRA system.**
27. Do you have any plans of changing that system in the future, and why/why not? **No – New World System and DACRA are new system implemented in 2014.**
28. Do you subscribe to any offset programs? **No.**