

Village of Hanover Park
Collection Agency RFP Q&A

October 20, 2016

1. What current contingency fees or other fees are currently being billed by the incumbent? Seconds and legal; would a flat fee be acceptable for all services combined? **The agreement allows the contractor to collect & pay the Village less the percentage (%) they are entitled to such as; Red Light Camera – 35%; Ambulance Fees – 30%; Violations – 40%. Yes flat fee will be acceptable as well.**
2. Please share the recovery rate achieved by the incumbent for the past three years? **10% - 30%.**
3. Ref page 3, in addition to account documentation, will the Village provide SSN, DOB and DL#? **Depending on type of Debt.**
4. Please describe the Villages level of satisfaction with the incumbent agency. **Very satisfied.**
5. Who is the incumbent agency? **Northwest Collectors Inc.**
6. Ref Appendix A: What is the expected # of accounts to be referred? **Red Light Camera - 47; Animal Violation – 146; Towing Fines - 236, Parking Violation – 6829; EMS - 20; Miscellaneous Receivables 266; Ordinance Violation - 821.**
7. What's the most important criteria for the Village? Technology, pricing, history, collection work plan etc. **All (Collection work plan, pricing, technology, history).**
8. Letter B in the introduction says that the Village would be able to cancel the contract with a thirty (30) day notice in writing. Is this something that is set in stone on the Village's side? **Following the first 180 days.**
9. Returning the debt if the contract is cancelled. This request, partnered with the above 30 day language, could result in absorbing all of the upfront costs and possibly having to return all of the debt to the Village, without a chance to recover any of those costs. Is the Village willing to leave the debt in place? **No**
10. There were questions about the Agreement that was included in the RFP. Is the agreement something the Village would be willing to include indemnification language that would protect (Agency), or possible review (Agency) contract so that both parties are indemnified? **No**
11. There was also a question about the IOC – Local Debt Recover Program. Will the Village be submitting debts places in the IOC to (Agency)? **Yes**