



RFP 2024-001  
Debt Collection Services

No.	Section	Question(s)	CCRMA Response	Date of CCRMA Response
1	General	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	Fiscal Year 2023 - \$126,009 Oct-22-Sept- 2023	4/24/2024
2	General	What is the average balance of accounts by category?	Toll fee + processing fee \$37,000 avg/month Violation fee \$366,000 avg/ month	4/24/2024
3	General	What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?	120 days	4/24/2024
4	General	What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?	Avg/month 6,000 files monthly	4/24/2024
5	General	What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?	\$370,000	4/24/2024
6	General	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?	8% rate of violation returns 100% of tolls paid up front ; Expect 100% collection on tolls and violations	4/24/2024
7	General	Who serves as the back office provider?	ETC	4/24/2024
8	Scope of Services	Please elaborate on the purpose of Section 5.1.1 (1), as it appears to require the Contractor to provide funds to CCRMTA, covering the full Toll charges along with the designated processing fee in advance of any collection activities.	Advance payment of charges and fees will be considered favorably, but is scored in the context of all other components of the proposal submitted.	4/24/2024
9	Scope of Services	Please clarify the account types that will be classified as Portfolio II and Portfolio III.	Portfolio II – Violators March 2018-February 22,2024; Portfolio III Violators February 23, 2024 - Current – Existing Negative Fuego Accounts	4/24/2024
10	Scope of Services	In reference to, "When the Contractor commences collections activity, they shall utilize a first-in, first-out (FIFO) approach to prioritize the collections sequence for all account toll transactions and fees placed with the Contractor."	No Question Asked	4/24/2024
11	Scope of Services	Will CCRMTA consider allowing Contractor to initiate an alternative, more efficient and effective prioritization method?	Submit your best proposal	4/24/2024
12	Scope of Services	What frequency has financial deductions been applied previously? Kindly provide an estimate of the total deducted amount resulting from non-compliance with SLAs over the last contract term.	N/A, this information is currently not available.	4/24/2024
13	Scope of Services	Which SLAs have historically been the most frequently violated?	N/A, this information is currently not available.	4/24/2024



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14	Appendix G	Please elaborate on the intent of Appendix G, Contract - Section 3.2- " Upon acceptance by the Contractor, the placement Portfolio becomes the property of the Contractor and is no longer owned by the Authority."	Once the Portfolio is paid to the Authority, the information becomes property of the contractor.	4/24/2024
15	Submission Requirements	To ensure an economical and efficient proposal submission, would the Authority allow for electronic submissions? If yes, would the Authority prefer an email submission or would the Authority have another preferred method (i.e., USB drives only or a Portal)?	No	4/24/2024
16	Submission Requirements	If the proposer is using a shipping carrier (i.e., FedEx, UPS), please re-confirm the address where proposals should be delivered.	3461 Carmen Avenue, Rancho Viejo, TX 78575	4/24/2024
17	Proposal Format	To remain within the required page count, will the Authority allow proposers to exclude resumes from the page count as these documents can exceed the page count on their own?	Resumes will be excluded from the page count an Addendum will be issued to clarify.	4/24/2024
18	Proposal Format	As financial statements can often be 200+ pages, would the Authority accept a link within our proposal response to view statements online in lieu of including with the proposal?	Yes	4/24/2024
19	Proposal Format	If financial statements cannot be provided as a link within the proposal response, can proposers submit financial statements separately via email or within a USB drive as part of the hard copy proposal	No	4/24/2024
20	General	Over the past three (3) years, what was the total volume and dollar amount of direct payments reported to Contractor? Please specify toll versus non-toll.	FY 2021 \$211,237 Tolls \$19,724 Non-Toll Violations \$191,513 FY2022 \$231,682 Tolls \$18,743 Non Toll Violations \$212,939 FY2023 \$316,613 Tolls \$32,316 Non Toll Violations \$284,297	4/24/2024
21	General	How often will accounts be assigned with the vendor(s) (e.g., daily, weekly, monthly, quarterly)?	Daily	4/24/2024
22	General	On average, how many accounts (expressed as number and dollar amount) does the Authority anticipate placing with the successful vendor monthly?	6000 accounts \$370,000	4/24/2024
23	Appendix E	Will the Authority accept any alternative pricing models or structures?	Submit your best proposal	4/24/2024



24	Appendix E	Based on historic experience, the current tolls and fee structure makes it difficult for a collection agency to recoup its costs and the upfront toll payment. Would the Authority consider a traditional “contingency fee” where the collection agency is paid as a percentage of revenues collected, without tolls being paid up front?	Submit your best proposal	4/24/2024
25	General	Based on the expected date for receipt of Q&A responses, and the fact proposers will need to submit responses via mail or shipping carrier by the 24th to ensure a timely delivery, would the Authority consider an extension of the proposal submission deadline for a minimum of 7 business days from receipt of Q&A to ensure proposers are able to incorporate Q&A responses into their proposal responses?	Addendum issued on 4/18/24	4/24/2024
26	Proposal Format	In section 10 of the RFP response, the Authority requests references for all toll agency clients. We have an extensive list of toll clients. Can we limit our client list to meet the page limit set by the Authority?	Yes	4/24/2024
27	Proposal Format	In section 12 of the RFP response, the Authority requests recent audited financial statements. We consider our financial statements to be confidential, proprietary, trade secrets of the firm. Would the Authority permit us to upload our financials to a third-party secure website (SmartRoom) for the Authority’s authorized reviewers to access and review this information securely without having to request that the Authority maintain the document’s confidentiality and return it to our firm?	All information received as a part of a proposal is subject to the Texas Public Information Act (TPIA). In the event the Authority receives a public information request for your financial information, the Authority will provide notice and an opportunity to object to the release of your financial information, within the bounds of the TPIA.	4/24/2024
28	Appendix E	In Appendix E, Price Proposal Form, the Authority references Portfolio II, III, and IV. Could the Authority please provide a definition for Portfolio II, III, and IV, including the age of the accounts included in each portfolio	Portfolio II - March 2018-February 22, 2024 Portfolio III- February 23,2024 - Current Negative prepaid accounts July 2022-Current	4/24/2024
29	General	What percentage of delinquent accounts referred to collection have a balance between a \$5 and \$10?	None	4/24/2024
30	Scope of Services	In section 5.6 of Scope of Service, the Authority states it will not transmit account placements with less than \$5 balance. Would the Authority be open to raising the minimum balance for notifications by letter to \$10?	Yes	4/24/2024



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31	Performance Standards	In Section 6 of the RFP response, the Authority asks for payment in full every 15 days. Would the Authority agree to remit payments on the 15th of each month and the end of each month in order to standardize the remittance schedule?	Yes	4/24/2024
32	Proposal Format	In Section 9 of the RFP response, the Authority asks proposers to “provide current regulator and non-regulator escalation tracking.” How does the Authority define “escalation tracking”?	Submit a monthly list of complaints	4/24/2024
33	General	What percentage of delinquent accounts turned over to collection are: a. In the state of Texas b. Out of the state, but within the US. c. In the country of Mexico	A) 90% in the State of Texas B) 10% Out of the State but within the US C) 0% Mexico	4/24/2024
34	Appendix G	Does the Authority make allowances for any call center outages due to emergency events during the required hours of operation, defined in 7.4.6 of Appendix G?	Yes	4/24/2024
35	General	What percentage of the delinquent accounts turned over to collection have fees that are waived or dismissed by the Authority?	5%	4/24/2024
36	General	Are additional unpaid tolls added to the collection notices for pay-by-mail accounts?	No	4/24/2024
37	General	Is there a standard collection fee schedule for toll tag accounts referred to collections?	\$60.00	4/24/2024
38	General	For the current contract, please provide the number of accounts placed, the dollar value of those accounts, the amount collected, and estimated number of notice letters generated by vendor(s) per year.	FY 2021 Accounts placed 28,750 Amount collected \$211,237 Notices 51,616 FY2022 Accounts placed 46,309 Amount collected \$231,682 Notices 59,633 FY2023 Accounts placed 73,305 Amount collected \$316,613 Notices 73,960	4/24/2024
39	General	What is the estimated size of the existing portfolio (the backlog) in terms of both the number of accounts and the dollar amount outstanding? The average balance owed per account? Per debtor?	\$13 Million; \$66.19 avg; 232,000 accounts	4/24/2024
40	General	What is the age of the oldest accounts in the portfolio?	2018	4/24/2024
41	General	What are your current providers annual recovery rates (i.e. on accounts placed for one year)?	8%	4/24/2024
42	General	How much fees were paid to/earned by your current provider in 2022 and 2023 by year?	FY 2022 - \$85,634 FY 2023 \$126,009	4/24/2024
43	General	How many dollars and what number of accounts were collected by your current provider in 2022 and 2023 by year?	FY2022 \$231,682 2,800 accounts FY2023 \$316,613 5,300 accounts	4/24/2024



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44	General	Will accounts referred to your current provider be recalled and re-referred to the provider chosen pursuant to this procurement process? And if so, how will the prepaid tolls and processing fees be handled? Also, can bidders propose a higher fee percentage for these previously worked accounts (i.e. second placements)?	Yes; Only the fees will be recalled and re-referred to the chosen provider; Yes	4/24/2024
45	General	Can bidders propose a higher fee percentage for accounts requiring litigation services?	Submit your best proposal	4/24/2024
46	General	Will the vendor selected pursuant to the RFP be allowed to add convenience and/or payment processing fees?	No	4/24/2024
47	General	What are your in-house collection methods (e.g. number of mailings, calls, etc.) used on the referred accounts prior to referral to your providers?	None	4/24/2024
48	General	What is the average balance per toll invoice?	\$61.67 Passenger Vehicles; \$63.66 Commercial Vehicles	4/24/2024
49	Proposal Format	In order to comply with page limits and provide a complete, informative response, is it acceptable to place supporting documentation in an Appendix that would not count against the page limits?	Supporting documentation will be excluded from the page count an Addendum will be issued to clarify.	4/24/2024
50	General	Is pricing to be quoted as a percentage-based contingency fee or a collection fee?	Percentage based please refer to RFP section 5.5.2	4/24/2024
51	General	If pricing is to be a contingency fee, will the fee be based on the total amount collected?	It will be based off of a percentage of what is collected.	4/24/2024
52	General	If pricing is to be a collection fee, at what level will the fee be imposed – per transaction, notice or per account?	N/A	4/24/2024
53	General	Does CCRMA allow for any adjustments such as discounts, waivers or amnesty? If yes, please provide details of each.	Yes on a case by case basis	4/24/2024
54	General	What is the average dollar amount (tolls and fees) per account type that is turned over to the collection	\$66.19	4/24/2024
55	General	What is the average number of transactions per account type that is turned over to the collection vendor?	No average # of transactions, however files sent are 6,000 per month	4/24/2024
56	General	Please provide the following information regarding the number of accounts and dollar amount owed for the requested years.		4/24/2024



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		YEAR	PORFOLIO	# OF ACCOUNTS	\$ AMOUNT OWED			
		2022	Portfolio II			FY2022 - Portfolio II Accounts 46,309 Amt owed \$3M	4/24/2024	
		2022	Portfolio III			FY 2023 Portfolio II Accounts 73,286 Amt. owed \$4.8M		
		2023	Portfolio II			FY 2022 & 2023 Portfolio III - \$0		
		2023	Portfolio III			FY 2022 Negative prepaid accounts \$2,808		
		Expected Turnover	Portfolio IV			FY 2023 Accounts 195 Amt. owed \$23,361		
57	General	Does CCRMA currently impose or allow vehicle registration holds?				No		4/24/2024
58	General	How many letters, notices or bills does CCRMA send and/or how many days does an account go unpaid before the account is moved to the collection vendor?				Four (4) notices, please refer to Appendix B in the RFP		4/24/2024
59	General	Please confirm that the CCRMA wants the collection vendor to process payments via the vendor's system.				No, please refer to the		4/24/2024
60	General	What assistance, if any, does the Authority anticipate/expect the vendor to provide to the Cameron County Justice of the Peace?				It is the vendor's responsibility to prepare and submit all cases to the Justice of the Peace		4/24/2024
61	General	What is the difference between the Portfolio II and Portfolio III designations?				Portfolio II – Violators March 2018-February 22,2024; Portfolio III Violators February 23, 2024 - Current – Existing Negative Fuego Accounts		4/24/2024
62	General	What is the average age and average dollar amount of the accounts in each of these portfolios?				Portfolio II - March 2018- February 22,2024 Current Avg. \$66.19 Portfolio III- February 23,2024 -current - Current Avg. \$66.19 Negative prepaid July 2023- Current Avg. \$66.19		4/24/2024
63	General	Please, confirm that the Authority wants the vendor to provide advance payment of the toll amount and processing fee for new violations being collected through Portfolio IV.				Yes		4/24/2024
64	Appendix E	Appendix E, Portfolio IV, asks whether or not the proposal includes advance payment of 100% or not. Is there an evaluation penalty or higher consideration given to vendors agreeing to the advance payment?				Advance payment of charges and fees will be considered favorably, but is scored in the context of all other components of the proposal.		4/24/2024
65	General	Do waivers, discounts or removals (due to deceased owners, bankruptcy or any other reason) occur on Portfolio IV after Portfolio IV has been placed with the collection vendor and he collection vendor has made the advanced payment for the placement? If yes, does the collection vendor get reimbursed for any tolls and fees that are waived, discounted or removed?				Handled on a case by case basis		4/24/2024
66	General	Does CCRMA offer payment plans on accounts in Portfolio IV after they have been placed with the collection vendor and the collection vendor has made the advanced payment for the placement				No		4/24/2024



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67	Appendix G	Please confirm that advance payment is NOT requested for matured violations being collected through Portfolios II and III as referenced in Appendix G.	Advanced payment of tolls and processing is not being requested for Portfolio II and III. Advance payment of tolls and processing fee is being requested for Portfolio IV and negative balance accounts.	4/24/2024
68	Performance Standards	For SLAs: a.How does the Authority define “customer service requests?” Please provide an example. b.When does the Authority consider a call “abandoned?” More specifically, how many seconds after a call is terminated is the call considered abandoned? c.How does the Authority define “dispute?” Please provide an example. d.Does a dispute include complaints regarding customer service, liability of the tolls and/or fees, or the assessment of tolls and fees?	A) Any questions related to violations and/or invoices B) 60 seconds C) Miskey or sold disputes D) No	4/24/2024
69	General	Please confirm that the Authority will be responsible for handling and resolving all disputes regarding liability for the assessed tolls and/or fees.	To the extent CCRMA’s actions or inactions, and not the actions or inactions of the collection agent or any other third party, result in a dispute regarding liability for the assessed tolls and/or fees, the CCRMA will be responsible for handling and resolving said disputes.	4/24/2024
70	General	On average, how many disputes does the Authority resolve in favor of the toll customer?	Less than 5%	4/24/2024
71	General	How many disputes resulted in "Compensation of Removed Data" to the current third-party collection vendor for the years 2023, 2022 and 2021?	N/A	4/24/2024
72	General	Is the “processing fee” assessed at the invoice level?	Yes	4/24/2024
73	General	How many cases are prosecuted by the county attorney for criminal misdemeanors?	None	4/24/2024
74	General	Does the Authority utilize the habitual violator remedies? If yes, how many registered owners have been declared habitual violators in 2023, 2022 and 2021?	No	4/24/2024
75	General	Have any registered owners requested a hearing to adjudicate the determination that they are a habitual	No	4/24/2024
76	General	How many habitual violator hearings were held in 2023, 2022 and 2021?	None	4/24/2024
77	General	How many accounts are out-of-state and how many are in Mexico?	10% Out-of-State; 0% Mexico	4/24/2024
78	General	On average how many tolls are included in an invoice that is escalated to collections?	One	4/24/2024
79	General	What is the average \$ amount tolls in an invoice that is escalated to collections?	\$1.67	4/24/2024



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80	General	What is the average \$ amount of administrative fees include in an invoice that is escalated to collections?	\$60.00	4/24/2024
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