



## RFP #844-19P

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### Addendum 001 Issued March 13, 2019

1. What is the estimate dollar amount placed monthly or yearly?

\$150,000 annually.

2. Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Per the RFP, the Requests for Proposals are due March 25, 2019 by 2:00 p.m.

3. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

CMC is currently very satisfied with the current vendor.

4. If this is a term contract subject to renewal, what is the term and the maximum number of option periods?

CMC is open to multi-year terms pending the appropriate appropriations language. However, the term will be negotiated with the successful bidder(s).

5. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

\$7,500.

6. What is the total dollar value of accounts available for placement now by category, including any backlog?

\$ 169,000 (current).

7. What is the total number of accounts available for placement now by category, including any backlog?

123 (1st placements) / 76 (2nd placements).

8. What is the average balance of accounts by category?

\$ 800 (1ST placements) / \$ 725 (2nd placements).

9. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

9 months (1<sup>st</sup> placement) / at least 2 years (2<sup>nd</sup> placement).

10. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

40 quarterly (1<sup>st</sup> placements) / 25 quarterly (2<sup>nd</sup> placements).

11. What billing servicer do you utilize?

CMC invoices students internally.

12. Have all cases been fully adjudicated by the time of placement?

N/A – CMC does not adjudicate accounts prior to placement.

13. 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.

14. What is your case management/accounting software system of record?

Colleague (Ellucian).

15. Who is your electronic payment/credit card processing vendor?

TouchNet.

16. What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs?

Any communications should go through the Purchasing Department.

17. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

N/A.

18. How do your current processes and/or vendor relationship(s) handle the death of responsible party?

Balance is written off and account is closed.

19. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?

No change to current write off policy.

20. Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

N/A.

21. How many accounts are available for placement now?

209 total.

22. Will credit reporting be allowed for these accounts?

Yes.

23. Can you provide the liquidation % from previous agencies?

Approximate 15 to 20%.

24. If available, can you please provide call statistics and/or reports to better understand aspects such as the average number of calls/average call handling time for English and Spanish calls (inbound and outbound)? This information will aid in determining the necessary staffing levels for the project.

N/A.

25. How many accounts do you anticipate placing daily/monthly/weekly?

See above.

26. What is the average number of letters sent prior to account resolution?

Three (prior to referral)

27. What collection attempts were performed internally prior to placement?

At least three letters and multiple calls and e-mails. Automatic notifications from payment plan and textbook vendor.

28. In the first placement, how many months will the first file contain?

1 month.

29. What is the current commission rate being paid to your agency or agencies?

22% - First placement / 35% - second placement.

30. Please confirm what types of student debt are covered in the scope of services? Campus based loans, student receivables, federally backed Perkins Loans, Non-Perkins Federally Backed loans, etc.?

Tuition, fees, books, room and board, return of Title IV, reversals of local grants and scholarships.

31. What are the contingency rates for the current agencies for first placements and 2<sup>nd</sup> placements segregated by debt type?

N/A

32. What are your target or anticipated contingency rates for this contract?

N/A

33. What are the average recoveries by your current agencies for 1<sup>st</sup> and 2<sup>nd</sup> placements for tuition/account receivables?

Unknown

34. Does the Colorado Mountain College have a recovery rate goal for defaulted loans, tuition/accounts receivables?

N/A

35. How many agencies do you plan to award under this RFP?

CMC reserves the right to make multiple awards resulting from this RFP or to award no contract at all.

36. Will 1<sup>st</sup> and 2<sup>nd</sup> placement referrals be placed with agencies under this RFP?

Yes.

37. How frequently does the College anticipate placing accounts with the awarded agencies (daily, weekly, monthly)?

Monthly

38. On average, how much do your current agencies collect on a monthly basis for each debt type (Receivables) that are placed for collections?

\$1,800

39. What areas, processes and / or results is Colorado Mountain College looking to improve or enhance under this new contract award?

N/A

40. Does Colorado Mountain College have a "signed" Student Financial Responsibility Agreement (SFA), Promissory Note, or Institutional Agreement to allow for the assessment of collection fees on tuition, accounts receivable and institutional accounts when these accounts are placed for collections?

Students agree to payment terms and conditions during the registration/payment plan enrollment process. Students must agree to these terms to register.

41. After the initial placement, will agencies receive further placements based on their competitive performance on the contract or is the decision based on non-performance criteria?

Performance based.

42. Does Colorado Mountain College have the student sign a Telephone Consumer Protection Act (TCPA) agreement, allowing the School and Agency contact or text the student via cell phone?

Students “opt in” to electronic communications during the registration/payment plan enrollment process.

43. Will Colorado Mountain College provide the mandatory data reporting requirements for Credit Bureau Reporting? The following information is needed: Name, SSN, 1<sup>st</sup> Date of Delinquency, Date of Birth, Type of Debt, Amount of Debt, and Proof of Debt (Contract/Agreement).

Yes

44. What is Colorado Mountain College management platform or accounting software system of record?

Colleague (Ellucian)

45. Has the College identified a percentage of the evaluation criteria with regard to geographical preference? Question 10 of the Bid Sheet indicates there may be geographical preference.

There is no set geographical preference. The response to that question would go to evaluation of the stated Selection Criteria.

46. Please clarify “This shall not exceed three pages (front and back).”

These means 3 pages double sided for 6 pages.