



# CITY OF PITTSBURGH

*Department of Finance      Office of the Treasurer*

*Margaret L. Lanier, Treasurer*

## **Answers to Questions Regarding City of Pittsburgh Professional Services Collection of Delinquent Self Assessed Taxes Request for Proposals**

### **Vendor Questions**

1. To how many vendors are you seeking to award a contract?

**One**

2. When will the selected vendor be notified?

**The selected vendor will be notified on 11/07/2014**

3. Who is your current vendor and has the current contract gone full term and have all the extensions been exercised?

**Penn Credit Collections have been collecting for the City of Pittsburgh over 10 years. The current contract has been extended until December 31, 2014.**

4. After the initial placement, will contractors receive further placements based on their competitive performance on the contract?

**There will be an initial placement and monthly placements thereafter.**

5. Please describe your level of satisfaction with your current vendor, if applicable.

**Very Good**

### **Account Questions**

1. If the contract is awarded to a different vendor than currently contracted, will you be recalling the accounts previously listed to the current vendor and forward those to the new vendor?

**Yes, all accounts will be recalled and given to the new vendor. There will not be a different rate for the recalls.**

2. Will accounts be primary placements, not having been serviced by any other outside agency and or will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also?

**Yes, except for the accounts recalled from the current contractor. Fees will be the same for the secondary placements.**

3. Please provide a summary of the current portfolio of delinquent self-assessed tax accounts that may be assigned to the successful Respondent, including, number of accounts, tax type, years, and age of accounts.

**To date there were a total of 848 accounts assigned in 2014 valued at \$191,372.79. The self-assessed taxes that we collect include Payroll Expense Tax, Local Services, Parking tax, Facility Usage Fee, and Amusement tax. The accounts are anywhere from 1 to 2 years delinquent.**

4. Please provide the dollars placed within the last three years and the dollars collected in addition to their recovery rate.

**The dollars placed in the last three years was \$1,571,082 with a recovery rate that averages at 14%**

5. How many of the 850-890 accounts that are billed by the City each month are on payment plans?

**Less Than 100**

6. Will the Successful respondent be expected to identify non-filers and other new delinquencies and determine the amount of the delinquency?

**No**

7. If an account is placed on hold because of an active bankruptcy, will the successful respondent be responsible for filing and pursuing the City's claims in bankruptcy?

**No, the account will be recalled and managed by the City of Pittsburgh.**

8. Will accounts currently held by the incumbent be placed with selected vendor as a onetime placement at contract start up?

**Yes**

9. To what extent are these accounts owed by private consumers versus commercial businesses?

**50% private consumer/ 50% commercial business**

### **Collection Questions**

1. On average, how much does your current contractor collect on a monthly basis?

**So far, in 2014 collections have averaged at \$9,229.90**

2. What collection attempts are performed or will be performed internally prior to placement?

**Accounts delinquent are billed once per month for 3-months. After 90 days, they will be referred to collection agency.**

3. How much has the current vendor collected thus far in 2014? 2013?

**In 2013 the vendor collected \$130,997.41 and \$92,299.34 so far in 2014.**

4. Can you share with us the fee charged of your incumbent agency?

**The current fee charged by them is 15%**

### **Miscellaneous Questions**

1. Please confirm that the RFP contemplates referring 2010 and prior years individual income taxes and all (not just 2010 and prior) delinquent local services, parking, amusement, business privilege, payroll expense, institution and service privilege taxes and related fees?

**Yes**

2. On page 8 the RFP states, "The Contractor shall submit its proposal by placing five (5) bound copies of each part... in separate sealed envelopes and enclosed in another sealed envelope." Do you want five copies of each section bound together and in separate envelopes or each of the five complete proposal copies in separate sealed envelopes?

**All 5 in one envelope**

3. Can RFP responses be submitted in pdf format?

**No**

4. We have current SSAE16, NIST, and PCI certifications. Would one of these be acceptable to submit as “a copy of its last external quality control review report” as required in the RFP?

**Yes, however ALL three certifications must be current with the vendor in order to fulfill the external quality control report requirement.**

5. On page 5, the RFP states, “Contractor’s collection system must mirror the Department of Finance ISAT system.” Will the proposers be supplied with a file layout?

**At the time of awarding the contract.**

6. Is there a website that identifies certified minority and small business?

**Pittsburghpa.gov, select Business, Bid and Contracts, MBE- WBE**

7. Page 7 of the RFP states that failure to submit either the MBE/WBE/Veteran Owned Solicitation and Commitment Form or the MBE/WBE/Veteran Owned Solicitation and Commitment Form-Waiver Request will result in a rejection of the bid. However, neither of these forms has been included in the RFP nor submitted as an attachment. Where are these forms located?

**These forms are located on the website [pittsburghpa.gov](http://pittsburghpa.gov)**

8. Can you please provide details on how proposals will be evaluated?

**Reference – RFP page 14**