

Office of State Procurement
State of Louisiana
Division of Administration

JOHN BEL EDWARDS
GOVERNOR



JAY DARDENNE
COMMISSIONER OF ADMINISTRATION

September 16, 2020

ADDENDUM NO. 2

Your reference is directed to Solicitation Number 3000015630 for the Request for Proposal (RFP) for Collection of Adult Offender Legally Mandated Fees and Telephone Reporting, which is scheduled to open at 10:00 A.M. (CT) on September 29, 2020.

The following changes are to be made to the referenced solicitation:

Refer to RFP Section 1.6 Schedule of Events, 3. Deadline to answer written inquiries
Changed to read: Deadline to answer written inquiries to be September 16, 2020.

Refer to RFP Section 1.6 Schedule of Events, 4. Proposal Opening Date (Proposal Submission Deadline)
Changed to read: Proposal Opening Date (Proposal Submission Deadline) to be October 1, 2020 at 10:00 AM CT.

Refer to RFP Attachment D: Fee Schedule, page 56.
Delete in its entirety and replace with Revised Attachment D dated 9/14/2020 on page 10 of this Addendum No. 2.

Refer to RFP Attachment E: General Requirements/Deliverables for Collections Services, 2.6.7
Add to include: Samples of all notices used by the Contractor must be approved by DPS&C prior to use.

RFP [Attachment E: General Requirements/Deliverables for Collections Services] 5.1.2 Add 4.) Samples of these reports from the Contractor must be approved by DPS&C prior to use.

The Proposer's written inquiries received by the inquiry deadline of September 1, 2020 and the State's responses are included on the attached page 3.

THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF THE REFERENCED SOLICITATION.

ACKNOWLEDGEMENT: If you have already submitted your proposal and this Addendum does not cause you to revise your proposal, you should acknowledge receipt of this Addendum by identifying your business name and by signing where indicated. You may return this Acknowledgement by mail to: Office of State Procurement, P. O. Box 94095, Baton Rouge, LA 70804-9095, by hand delivery to: 1201 N. 3rd Street, Ste. 2-160, Baton Rouge, LA 70802, or by fax to: (225) 342-9756. The State reserves the right to request a completed Acknowledgement at any time. Failure to execute an acknowledgement shall not relieve the proposer from complying with the terms of its proposal.

Addendum Acknowledged/No changes:

For: _____ By: _____

REVISION: If you have already submitted your proposal and this Addendum requires you to revise your proposal, you must indicate any change(s) below, identify your business name and sign where shown. Revisions shall be delivered prior to proposal opening by mail to: Office of State Procurement, P. O. Box 94095, Baton Rouge, LA 70804-9095, or by hand delivery or courier to: 1201 N. 3rd Street, Ste. 2-160, Baton Rouge, LA 70802, and indicate the file number and the proposal opening date and time on the outside of the envelope for proper identification, or by fax to: (225) 342-9756. Electronic transmission other than by fax are not being accepted at this time.

Revisions received after proposal opening shall not be considered and you shall be held to your original proposal.

Revision: _____

For: _____ By: _____

By: Stephanie Horvath
Office of State Procurement
Telephone No. 225-342-8030
Email: Stephanie.Horvath@la.gov

WRITTEN INQUIRIES
RFP FOR COLLECTION OF ADULT OFFENDER LEGALLY MANDATED FEES AND
TELEPHONE REPORTING
SOLICITATION NUMBER 3000015630

Question 1. Was a procurement released for these services in 2016 or was the last procurement in 2012?

Answer. The previous Request for Proposal resulting in an award was released in 2016.

Question 2. Please describe your level of satisfaction with your current or recent vendor(s).

Answer. The Contractor has complied with the terms and conditions of the contract.

Question 3. Has the current contract gone full term?

Answer. Yes, the current contract fully completed its contract term.

Question 4. Have all options to extend the current contract been exercised?

Answer. Yes, all options to extend the current contract have been exercised.

Question 5. Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer. Fieldware, LLC has been providing collection services since 2013 and telephone reporting services since 2019.

Question 6. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Answer. The Proposer's location will not be evaluated in the Technical evaluation. In that only Louisiana entities may be certified under the Veteran and Hudson Initiative, location of a Proposer's headquarters may have a bearing on the award as twelve (12) points are reserved for Proposers who are certified or will engage the participation of certified subcontractors,

Question 7. How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer. Currently a fee is collected by the incumbent on each payment received from the offender. The fees are: \$4 on mail payments, \$5.50 on credit card payments (telephone and online), and \$5.99 on walk-up location payments. Offenders telephone reporting is \$3.25 per month.

Question 8. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer. Nothing is paid by DPS&C to the Contractor. The incumbent collected \$43,169 in transaction fees from offender payments in July 2020 and in 2019 the incumbent collected \$707,381 in transaction fees.

Question 9. To how many vendors are you seeking to award a contract?

Answer. The State intends to award to a single proposer. Refer to RFP Section 1.35 Contract Award and Execution.

Question 10. What collection attempts are performed or will be performed internally prior to placement?

Answer. No collection attempts are performed internally or externally prior to placement with the Contractor. The offenders are advised of the payment obligations by DPS&C and then submitted to the Contractor for collections.

Question 11. What is the total dollar value of accounts available for placement now by category, including any backlog?

Answer. The detailed breakdown of accounts is not available. The total amount collectible in July 2020 was \$8,185,939.

Question 12. What is the total number of accounts available for placement now by category, including any backlog?

Answer. The detailed breakdown of accounts is not available. The total number of accounts that are collectible in July 2020 were 120,483.

Question 13. What is the average balance of accounts by category?

Answer. This information is not available by category.

Question 14. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

Answer. This information is not available by category.

Question 15. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

Answer. This information is not available by category. The number of accounts added each month is dependent upon the number of offenders placed on probation or released on parole each month.

Question 16. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

Answer. The monthly or quarterly dollar value of accounts expected to be placed by category is not available.

Question 17. 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?

Answer. The current collections rate is approximately twenty percent (20%). This rate is expected to remain consistent.

Question 18. 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?

Answer. Yes, if applicable, all accounts held by the incumbent and any backlog will be moved to the new contractor at contract start up.

Question 19. Please provide the name of current vendor:

- a. Telephone Reporting
- b. Payment Provider(s)

Answer. Fieldware, LLC provides both services at this time.

Question 20. Please confirm this RFP will be awarded to exclusively to one bidder.

Answer. See answer to Question 9.

Question 21. Please confirm the collection of Payments is for all DPS&C participants/offenders regardless of their enrollment with Telephone reporting.

a. If not, please provide the average daily participant/offender population from that the awardee will be collecting payments.

Answer. Yes, the collection of payments is for all offenders on active probation or parole with payable accounts regardless if they are on telephone reporting or not.

Question 22. Please Provide Fees for all payment methods:

- Phone/IVR
- EFT
- Web/Mobile App
- Kiosk
- Walk-in Retailer (Cash transactions)
- Mailed in Check/Money order
- Other

Answer. The current contract fees are below. These are the only payment methods in the current contract.

Credit card (phone, online)	\$5.50
Mail in	\$4.00
Walk up	\$5.99

Question 23. Please provide 3 months of detailed payments transaction history for all payment types:

<u>Payment Method</u>	<u>3 Month Total Transactions</u>	<u>Total \$ Collected</u>
a. Phone/IVR		
b. EFT		
c. Web/Mobile App		
d. Walk-in Retailer (cash transactions)		
e. Mailed in Check/Money order		
f. Other		

Answer. Using June, July, and August of 2020, see three (3) month totals below:

	Transactions	Total Collected
Credit Card:		
Phone:	4,796	\$600,145
Online:	12,194	\$1,512,558
Mail In:	12,951	\$1,660,364
Walk-up:	107	\$37,352

Question 24. If DPS&C isn't able to answer question [#23], please provide the following:

- Total Payment transactions for 2019
- Total Payment amount collected for 2019

Answer. The total transactions for calendar year 2019 were 179,705. The total payment amount collected was \$17,358,647 with \$707,381 in transaction fees.

Question 25. Please provide the 2019 total transactions received for:

- Restitution
- Supervision fees
- Court fees
- Phone reporting
- Other

Answer.

a. Restitution	15,191
b. Supervision fees	132,667
c. Court fees	19,374
d. Phone reporting information is unavailable.	
e. Other	12,473

Question 26. Please provide the 2019 total amount received for:

- Restitution
- Supervision fees
- Court fees
- Phone reporting
- Other

Answer.

a. Restitution	\$2,938,456.26
b. Supervision fees	\$10,936,766.14

- c. Court fees \$1,762,164.72
- d. Phone reporting information is unavailable.
- e. Other \$1,721,760.85

Question 27. What is the total number of payments dispersed to payees in 2019?

Answer. The total number of payments dispersed to payees in 2019 was 34,565.

Question 28. What is the total number of unique payees in 2019?

Answer. This information is not available.

Question 29. RFP [Attachment E: General Requirements/Deliverables for Collections Services] 2.6.7, please provide a sample of this notice currently sent to participants/offenders.

Answer. See specification change in this Addendum Number 2.

Question 30. RFP [Attachment E: General Requirements/Deliverables for Collections Services] 5.1.2 for requirements 1,2,3: please provide a sample of these reports currently available to DPS&C.

Answer. It is the responsibility of the successful proposer to provide a sample reports prior to contract execution for DPS&C review and approval.

Question 31. Does the state currently receive a commission on payments? If so, what is it?

Answer. No, the State does not receive a commission on payments.

Question 32. Can awardee collect payments in separate transactions in separate transactions by obligation due (i.e. restitution, supervision, other)?

Answer. Only one (1) fee is allowed per transaction; however, there is no limit to the number of transaction a participant/offender can make in one day. This is at the participant/offender’s discretion. The Contractor shall not require a participant/offender to make separate transactions based on separate obligations due.

Question 33. Due to the cost variations associated with the different payment types (phone, web, walk-in, Lockbox (checks/money orders) etc., fees for different payment methods vary. Will DPS&C allow fees that vary by payment type?

Answer. See Revised Attachment D: Fee Schedule of this Addendum Number 2.

Question 34. If the answer to [Question 33] is yes, will DSP&C revise the fee schedule to accommodate this request? See example below.

(Type of Payment)						
Gross Amount Payment	Credit/Debit Payment via Website/Mobile App	Credit/Debit Payment via Phone/IVR	Credit/Debit Payment via Lobby Kiosk	Cash Payment via Lobby Kiosk	Walk-in Retailer (Cash)	Mailed in Check/Money Order
\$0-\$50						
\$51-\$100						
\$101-\$200						
\$201-\$300						

Answer. See answer to Question 33.

Question 35. If the answer to [Question 33] is no, can the proposer average the fees across all methods and enter that amount into the fee schedule?

Answer. Refer to RFP Sections 1.8 Proposal Response Format, G: Financial Proposal and 2.5 Proposal Elements, 2.5.1 Financial.

Question 36. What is the total average number of participants enrolled monthly in Telephone Reporting?

Answer. The average number of participants enrolled monthly in Telephone Reporting is 400.

Question 37. We see from the RFP that you are enrolling 400 participants/offenders per month, at any given moment what is the total number of offenders in Telephone Reporting?

Answer. At the time of the RFP, DPS&C had 400 participants on telephone reporting. Moving forward, DPS&C is looking to increase the number of individuals in the program. The number of participants is not guaranteed, see RFP Section 1.44, No Guarantee of Quantities.

Question 38. Currently are Telephone reporting fees paid by the participants/offenders or DPS&C?

Answer. Telephone reporting fees are paid by the participants/offenders in the program.

Question 39. What is the average monthly length that a participants/offender stays on Telephone Reporting?

Answer. This information is not available.

Question 40. What is the monthly fee participants/offenders are paying for Telephone Reporting?

Answer. The current fee for Telephone Reporting is \$3.25 per month.

Question 41. What is the percentage rate of collection for Telephone reporting from active participants/offenders?

Answer. This information is not available.

Question 42. During a self-reporting session, does the DPS&C require the provider to provide the participants/offender their balance due by obligation (ie Restitution, supervision) or just a total?

Answer. No, this information is not required during telephone reporting.

Question 43. Referencing RFP [Attachment E: General Requirements/Deliverables for Collections Services] 2.3.4 b, requesting mailing letters, Can the mail requirement be replaced with text message and or email?

Answer. No, mailing letters cannot be replaced by text message or email. Mailing letters is a requirement.

Question 44. Referencing RFP [Attachment E: General Requirements/Deliverables for Collections Services] 2.3.4 b, please provide a current sample letter. Also, provide the quantity per month of how many letters sent to participants/offenders.

Answer. It is the responsibility of the Contractor to provide a sample letter prior to use for DPS&C review and approval. The quantity of letters sent per month is not available.

Question 45. What is the method for determining how a participant/offender becomes inactive?

Answer. An offender becomes inactive when they complete their current period of supervision in regards to collections. An offender becomes inactive on telephone reporting when they complete their period of supervision, enter the violation process, or are behind on their telephone reporting payment obligations.

Question 46. Does a participant/offender stay active if they have obligations owed?

Answer. See answer to Question 45.

Question 47. Is DPS&C interested in enhanced supervisor tools to increase efficiency?

Answer. All proposed solutions will be considered and evaluated in 3.1 Technical Proposal section of the RFP.

Question 48. Based on the schedule of events 1.6 #4, DPS&C is only giving bidders 10 business days from the time answers are provided. The majority of the response work can't begin until answered are provided. Would DPS&C consider extending the due date an additional 30 days?

Answer. See change to Schedule of Events in this Addendum Number 2.

REVISED ATTACHMENT D: FEE SCHEDULE, dated 9/14/2020

The Grand Total Cost will be obtained by adding the subtotal of Line A (Collections: Fee per Transaction) and the subtotal of Line B (Telephone Reporting: Fee per Month). The combined total cost will be used to obtain the overall total cost for evaluation of each proposal response.

1) COLLECTIONS: FEE PER TRANSACTION*

a) Credit Card	5,660 transactions					
i) Phone	1600 transactions	X	\$ _____	=	_____	
ii) Online	4060 transactions	X	\$ _____	=	_____	
b) Walk Up	33 transactions	X	\$ _____	=	_____	
c) Mail In	4300 transactions	X	\$ _____	=	_____	
				=		
						Subtotal Line A

2) TELEPHONE REPORTING: FEE PER MONTH

400 offenders enrolled/per month		X	\$ _____	=	_____	
						Subtotal Line B

GRAND TOTAL COST (Subtotal Line A + Subtotal Line B) = _____

*Transaction is defined as:

A transaction will consist of one (1) payment by an offender in the form of money orders, cash, debit cards, major credit cards, e- checks, and cashier's checks, etc. The one (1) payment may consist of monthly payments to one (1) or more payees. Example: An offender gets one (1) money order for \$300 (three hundred dollars) and has three (3) victims that he owes \$100 (one hundred dollars) each per month. Only one (1) fee per transaction is allowable.

NOTE:

Collections – Proposer's fee per transaction must be inclusive of all costs required to meet the Collection Services requirements of this RFP. For evaluation purposes only, the average monthly transactions above for each category will be used to calculate the subtotal. Actual volume of transactions is not guaranteed, see Section 1.44, No Guarantee of Quantities, of this RFP.

- A sliding fee schedule per payment type may be proposed, however the highest fee per payment type will be used for evaluation purposes. Ex: payment \$0-\$100 = \$3.00 fee; \$101-\$150 = \$3.50 fee, \$151-\$300= \$4.00 fee, \$4.00 will be used.

Telephone Reporting – Proposer's monthly fee must be inclusive of all costs required to meet the Telephone Reporting requirements of this RFP. For evaluation purposes only, 400 offenders enrolled in telephone reporting services monthly will be used to calculate the subtotal. Actual volume of offenders enrolled is not guaranteed, see Section 1.44, No Guarantee of Quantities, of this RFP.