



# JEFFERSON PARISH

## DEPARTMENT OF PURCHASING

CYNTHIA LEE SHENG  
PARISH PRESIDENT

RENNY SIMNO  
DIRECTOR

July 20, 2022

### ADDENDUM # 1

**Bid Number:** 50-00138565

**Bid Opening Date:** July 26, 2022

**Description of Bid:** Two year contract to provide debt collection services to the Parish for various Departments.

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### Specification corrections: Please add the following under Section 7:

D. There is an additional insurance requirement of (CLIC) cyber liability insurance coverage.

### Vendors questions and answers:

1. What type, if any, payments are non-commissionable?  
**ANSWER:** Per Section 2-1015 of the Code of Ordinances, Parish of Jefferson, State of Louisiana, a collection fee in an amount not to exceed thirty percent (30%) may be assessed when a contract has been entered with a collection/account resolution company for the collection of accounts for unpaid debts, fees, penalties, interest, fines, and other receivable due to Jefferson Parish. The collection fee will be added to the total amount owed to Jefferson Parish, and is to be paid to the collection/account resolution company for services rendered. Therefore, the collection fee is the only fee that can be charged.
2. Have any of the accounts that will be placed with the vendor for collections been placed with a prior agency?  
**ANSWER:**No, this service was done in-house previously.
3. What information will be provided to the vendor on accounts placed for collection ie; Name, address, phone, SSN, etc.  
**ANSWER:** Library can provide the following: Name, Address, Phone, ID (Library Barcode) of books, cost.  
Water can provide the following: Name, Address, Phone number, SSN, Driver License Number if applicable, and/or the Business EIN
4. Who Is the incumbent?  
**ANSWER:** No, incumbent.
5. What is the current liquidation rate of accounts by the incumbent?  
**ANSWER:** N/a

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6. What is the current fee rate charged by the incumbent?

**ANSWER:** N/a

7. What was the total fee paid to the incumbent in 2021 and 2020?

**ANSWER:** N/a

8. Please provide the number of accounts and dollar value that the Parish expects to place with an agency on a monthly basis.

**ANSWER:** Library can provide the following: Based on historical data, the number of accounts would be about 130 accounts, this would be \$3,500 to \$4,000 per month.

Water can provide the following: 50-200 accounts in a month. It will be approximately \$500,000 a year. With the expectation of this amount increasing as rates increase each year.

9. The RFP states that 10,000,000 in placements up to 10 years old are available for placement comprising Utility / Library fines and other county debt. Could the Parish please provide detail as to the number of accounts by type, age and average balance so that we may provide the best fee rate possible?

**ANSWER:** Library: Total uncollected debt for period 2017-2021 = \$460,278.47

Water: Total uncollected debt since 1/1/2000 = \$10,085,912.47

10. Does the Parish currently utilize a revenue offset or recapture program, if so would the agency retain commission on these accounts?

**ANSWER:** No, this service is currently done in-house.

11. Will the Parish be requiring Cyber insurance as part of your insurance requirements? A cyber insurance policy, also referred to as cyber risk insurance or cyber liability insurance coverage (CLIC), is designed to help mitigate risk exposure by offsetting costs involved with recovery after a cyber-related security breach or similar event. Also covered are losses due to phishing, email spoofing, damages arising out of Identity theft on social media or otherwise, cyber stalking, and malware attacks. General liability insurance covers bodily injuries and property damage and Cyber insurance is usually excluded from a general liability policy.

a. Cyber insurance typically helps with:

- i. Notifying customers about a data breach
- ii. Restoring personal identities of affected customers
- iii. Recovering compromised data
- iv. Repairing damaged computer systems

**ANSWER:** Yes.

12. What is the date by which you will answer these questions?

**ANSWER:** All questions are answered by Addendum. The last date for questions is July 21, 2022 at 2:00pm CST



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13. Can you please provide greater details regarding your bid bond and/or performance bond requirements related to this contract? For example, what is required with the proposal, and what is required to comply during the term of the contract? Can you please confirm that the bid bond is \$3,000 and not 5%?

**ANSWER:** Please refer to Section 9.0 of the Bid Specifications. The bid bond as stated in specification is \$3,000.00. A fidelity bond is also required in the amount of 1 million dollars.

14. Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?

**ANSWER:** This is a bid – the lowest responsible and responsive bidder will be chosen in accordance with Louisiana Public Bid Law 38:2211 et. seq.

15. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

**ANSWER:** This is a bid and not an RFP. Section 11 of the bid specifications addresses this - This contract shall be a percentage off contract. Per Section 2-1015 of the Code of Ordinances, Parish of Jefferson, State of Louisiana, a collection fee in an amount not to exceed thirty percent (30%) may be assessed when a contract has been entered with a collection/account resolution company for the collection of accounts for unpaid debts, fees, penalties, interest, fines, and other receivable due to Jefferson Parish. The collection fee will be added to the total amount owed to Jefferson Parish, and is to be paid to the collection/account resolution company for services rendered.

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

**ANSWER:** There is no incumbent.

17. Has the current contract gone full term?

**ANSWER:** There is no incumbent.

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

**ANSWER:** There is no incumbent.

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

**ANSWER:** There is no incumbent.

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

**ANSWER:** There is no incumbent.

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

**ANSWER:** There is no incumbent.

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

**ANSWER:** One, but the Parish reserves the right to make multiple awards in the event they are deemed necessary to accomplish this bid. In the event of a tie, a tie-breaker process as follows shall be employed consistent with Attorney General Opinions No. 99-0297 and No. 86-0066. In the event that two or more bids of equal terms and amount are received in response to a solicitation resulting in a tie bid. If multiple awards are not made, the tie bid(s) must be resolved. When tie bids are received, the Purchasing Director shall break the tie by allowing the tied vendors to make a best and final offer, flip of a coin, draw of the cards, or any other impartial method considered prudent by the Purchasing Director.”

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

**ANSWER:** The majority of this debt is from private individuals. Water may have some commercial businesses.

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

**ANSWER:** Accounts will be primary placements.

25. Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

**ANSWER:** Yes.

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

**ANSWER:** Library estimates 8,500 accounts; Water estimates 10,000 accounts

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

**ANSWER:** Library average balance between \$12.00 and \$55.00 depending on whether it is an overdue account or lost book account; Water average balance of \$200

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

**ANSWER:** Library estimates 130-200 accounts; water estimates 200 accounts

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

**ANSWER:** Library estimates \$3,500 to \$4,000; Water estimates \$42,000

30. 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:** No incumbent, previously done in house.



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31. What billing servicer do you utilize?

**ANSWER:** Library – SirsiDynix Workflows; Water - AS400

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

**ANSWER:** No.

33. 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:** There is no incumbent, but there is backlog as service currently done in house.

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

**ANSWER:** Library - SirsiDynix Workflows and AS400; Water - AS400

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

**ANSWER:** Library – Propay, Vantiv, and Gila; Water – MSB Nexus

36. 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?

**ANSWER:** See Section 5.0 of the Bid Specifications regarding fair debt collection practices

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

**ANSWER:** There is no standard process at present, other than to attempt to determine whether a succession has been opened.

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

**ANSWER:** If applicable, a claim is made against the succession.

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

**ANSWER:** There is no standard process at present, other than to attempt to determine whether a succession has been opened.

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

**ANSWER:** There is no standard process at present, other than to attempt to determine whether a succession has been opened; no.

41. Will court fines and fees be sent by the Parish under this agreement?

**ANSWER:** No, not at the outset.

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42. Will parking violations be sent by the Parish under this agreement?

**ANSWER:** No.

43. Is Water & Library fees the main debt types under this agreement?

**ANSWER:** Yes.

44. How important is it to the Parish that their vendor be licensed to collect in all 50 States?

**ANSWER:** Not very important – dependent upon current address of debtor.

45. From a data security standpoint, how important is it to the Parish that their vendor be FISMA compliant? FISMA is the Federal Information Security Management Act.

**ANSWER:** To the extent FISMA is inapplicable to the Parish we are not concerned with whether or not a vendor is compliant. However, to the extent FISMA is applicable to the Parish we would require that our third-party vendors be compliant as well.”

46. How important is it to the Parish that their vendor has strong ties and a local office in the State of Louisiana?

**ANSWER:** The Parish believes that it is important that the vendor have an office in the Parish of Jefferson, State of Louisiana, in order to make the program work (or at least have lawyers here in case it is necessary to file suit in Parish Court etc.

47. Besides the Department of Water and Parish Library System, what other Parish departments plan to utilize this contract or are likely to utilize this contract?

**ANSWER:** At present, only Library and Water require this service, but we reserve the right to use the service Parishwide if the need arises elsewhere.

48. We have adequate commercial crime coverage that would protect for the risk of employee wrongdoing or theft. As a result, we request Jefferson Parish to consider that crime coverage be accepted in lieu of the \$1 million fidelity bond. Would this be acceptable to the Parish?

**ANSWER:** Some commercial crime coverages are sufficient and comparable to a fidelity bond, however as part of the bidding process we cannot review insurance coverages in order to make that determination. Jefferson Parish is requiring a \$1 million fidelity bond for this bid and reserves the right to accept commercial crime coverage in lieu of said bond at our discretion. However, this determination would not be made until the bid is awarded and at which point the proper insurance coverages would be evaluated. We cannot guarantee your particular coverage will be sufficient.

49. With how many collection agencies do you plan to contract because of this Invitation to Bid?

**ANSWER:** One, but the Parish reserves the right to make multiple awards in the event they are deemed necessary to accomplish this bid. Cross-reference to Question #22.

50. With which collection agency(ies) is the Parish currently contracted, if any?

**ANSWER:** There is no incumbent.

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51. What is the current contingency fee rate of your current collection agency, if applicable?

**ANSWER:** There is no incumbent.

52. Will ten million dollars of debts be placed for collection all in one batch to the awarded contractor? If not, in what frequency will accounts be placed with the contractor during the duration of the two-year contract?

**ANSWER:** Historical debt may be placed in lump sum, but new debt would come in as it accumulates.

53. "For the purposes of this bid, bidders should assume a total debt to be collected in the amount of ten (10) million dollars. Age of debt ranges from one to ten years in accordance with the applicable prescriptive periods." QUESTION: Could we please get a breakout by debt type (i.e., number of accounts and \$ volume of water debts vs. library debts) and age of this debt (for example, number of accounts aged one year, two years, three years, etc.)?

**ANSWER:** The assumption is what you should base your bid on – a final number will be given to the bidder who is awarded this contract.

54. On a going forward basis, per month, what is the overall volume of accounts (number of accounts and total dollar value of accounts) that you anticipate referring to each contracted vendor for collections? Please break out water bills vs. library debts.

**ANSWER:** Library: We would like to focus on anything over \$25.00. Number of accounts would range to 100 to 150. We a value of \$2,000 to \$3,000 per month.

Water: We would like to focus on anything over \$200.00. Number of accounts would range to 100 to 200. \$42,000 per month.

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

**ANSWER:** There is no current vendor.

56. If yes, what is the overall volume of those accounts (number of accounts and total dollar value) that you anticipate would be referred for collections?

**ANSWER:** N/A

57. If yes, will these accounts be allowed to be bid at a different rate since these are what the collection industry calls "seconds" and are not primary placed accounts?

**ANSWER:** N/A

58. What is the average balance of the accounts you will refer for collections? Please break out by debt type.

**ANSWER:** Library: \$25.00 plus . Water: \$200.00 plus.

59. What is the average age of the accounts you will refer for collections? Please break out by debt type.

**ANSWER:** Library: overdue is 2 weeks plus; anything over 45 days old . Water: No activity or payment for 4 months.

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60. What collection attempts does the Parish make prior to placement with a collection agency?

**ANSWER:** Library: current process is overdue emails to address on file

Water: current process is contact customer by mail, email, and door hanger at the residence.

61. What is your target date for contract award?

**ANSWER:** Per LA Public Bid Law, LRS 38:2215, we will award this bid within 45 days of bid opening, unless extended in accordance with this provision.

62. What is the overall historical liquidation rate / recovery rate achieved by the incumbent(s), if any?

**ANSWER:** N/A

63. What length of time does the contractor have in order to collect accounts?

**ANSWER:** The length of the contract as stated in Section 10.0 of the Bid Specifications.

64. If applicable, in the most recent fiscal year, what dollar amount did each of your current contractors retain in fees?

**ANSWER:** N/A

65. What sections of the Invitation to Bid require responses or documentation from the bidder? For example, are responses required to Section 5.0 – Bid Specifications, paragraphs A through K?

**ANSWER:** By submitting a bid in response to this invitation you are certifying that you meet these requirements. Proof of meeting these requirements may be requested upon awarding of this bid.

66. What is the latest date by which you will issue any addendum related to this RFP?

**ANSWER:** All questions are answered by Addendum. The last date for questions is July 21, 2022 at 2:00pm CST.

67. What results, metrics, and/or processes are you seeking to improve or enhance under this contract?

**ANSWER:** This service is currently done in-house.

68. Please confirm there is no pre-bid conference for this Invitation to Bid. If there is a pre-bid conference, please provide details.

**ANSWER:** There will not be a pre-bid conference.

69. Since "Total Bid Price" will be a function of total \$ placed for collection and collection success rate, should the bidder enter "TBD" (i.e., "To Be Determined") in the space for "TOTAL PRICE OF ALL BID ITEMS: \$ \_\_\_\_\_"?

**ANSWER:** No, you are to use the assumption of \$10 million for total money placed in collection against your proposed collection fee to determine a number.

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70. "Signature must be a secure digital signature." QUESTION: Our company utilizes DocuSign, which provides certified legally binding digital signatures of contract documents. Will this be acceptable?

**ANSWER:** Yes.

Sincerely,

*Donna Reamey*

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Donna Reamey  
Buyer 2

**Bidders must acknowledge all addenda on the bid form. Bidder acknowledges receipt of this addendum on the bid form by indicating the addendum number listed above. Failure to list each addenda number on the bid form will result in bid rejection.**

**This addendum is a part of the contract documents and modifies the original bidding documents and specifications. The contents of this addendum shall be included in the contract documents. Changes made by this addendum shall take precedence over the documents of earlier date.**