

## **Second Placement Collection Services**

### **RFP 220000001 – Questions**

#### **Question:**

Is an offeror disqualified from being awarded the contract if they are not a member of the National Council of Higher Education Loan Programs (NCHELP)?

#### **Answer:**

Yes, as currently written, an offeror must be a member of the National Council of Higher Education Loan Programs (NCHELP) to be awarded the loan. ACPE has amended the RFP to allow the offeror to obtain membership after being awarded the contract.

#### **Current Text**

- Must be a member, and provide verification of membership, in the Association of Credit and Collection Professionals or a comparable organization. Must be a member of the National Council of Higher Education Loan Programs (NCHELP).

#### **Ammendment (1)**

- Must be a member, and provide verification of membership, in the Association of Credit and Collection Professionals or a comparable organization. Must be a member of the National Council of Higher Education Loan Programs (NCHELP) or **is able to become a member once awarded the contract.**

#### **Question:**

Does ACPE currently litigate loans?

#### **Answer:**

ACPE does not currently undertake legal proceedings against borrowers or cosigners.

#### **Question:**

Is ACPE interested in advice or services to litigate loans in the future?

#### **Answer:**

ACPE is interested in the offeror proposing a process to select accounts for litigation and for the offeror to provide the services for litigation. Refer to page 15 item 25 of the RFP.

#### **Question:**

Can ACPE provide the historical recovery amount and percentage the primary collection vendor has collected?

**Answer:**

Yes. The historical recovery amount and percentage our primary has collected will be provided in a separate attachment as soon as it is available.

ACPE Recovery Report

**Question:**

Pages 16-18, "Requested information to be returned with RFP" – Should items 1-21 be responded to separately, outside of the formatting outlined later in Section 4. Proposal Format and Content?

**Answer:**

Yes. The questions must be answered outside of the formatting outlined in Section 4.

**Question:**

Page 19, Section 3.05 Proposed Payment Procedures – Is the State able to provide an example of the required progress report and/or provide more detail as to what information is to be contained in this report?

**Answer:**

Yes, a progress report will be provided in a separate attachment as soon as it is available.

**Question:**

Page 23, Section 5. Evaluation Criteria contains a category for "Experience and Qualifications" worth 20% that appears to be missing from Section 4. Proposal Format. Is this intentional?

**Answer:**

SECTION 4 should have included a SEC that says:

**SEC. EXPERIENCE AND QUALIFICATIONS**

**Offerors must provide comprehensive narrative statements that set out the experience and qualifications they have to accomplish the work and meet ACPE's needs.**

Please refer to SEC 5.04 for Experience and Qualifications questions as well as SECTION 8, Attachment 2, Proposal Evaluation Form.

**Question:**

Page 37, Attachment 1: Proposal Submission Cover Sheet – The Proposal Checklist indicates all requested documents noted in Section 8 must be returned. Aside from the Cover Sheet and Cost Proposal, which are already listed on the checklist, which documents listed in Section 8 must be returned with our response?

**Answer:**

Only the Cover Sheet and Cost Proposal from Section 8 must be submitted. Note: Answers to the questions under "Requested Information to be returned with RFP" must also be submitted with the RFP.

**Question:**

Has the current contract gone full term?

**Answer:**

We do not currently have a contract for a secondary collection vendor.

**Question:**

Have all options to extend the current contract been exercised?

**Answer:**

We do not currently have a contract for a secondary collection vendor.

**Question:**

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

**Answer:**

We do not have a current secondary collection vendor. Premiere Credit of North America has been our primary collector since 2012.

**Question:**

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

**Answer:**

We do not currently have a contract for a secondary collection vendor.

**Question:**

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

**Answer:**

We do not currently have a contract for a secondary collection vendor.

**Question:**

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

**Answer:**

One second placement vendor.

**Question:**

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

**Answer:**

All the loan debt is owed by private consumers.

**Question:**

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:**

We will only be referring secondary placements at this time. The bidder must provide a proposed fee for secondary placements.

**Question:**

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

**Answer:**

The accounts will continue to be serviced by our primary collection vendor until placement at the secondary collection vendor.

**Question:**

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

**Answer:**

See page #9 of the RFP.

**Question:**

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

**Answer:**

See page #9 of the RFP.

**Question:**

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:**

We have never used a secondary collection vendor. No historical data is available.

**Question:**

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

**Answer:**

All loans have defaulted under Alaska Statutes and do not require any adjudication.

**Question:**

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, we intend to move a selected population of borrowers at the beginning of the contract. See page #9 of the RFP.

**Question:**

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

**Answer:**

HELMS loan servicing system and IRIS accounting system. In the future, these loans will be serviced by a vendor and the account software system of record will change.

**Question:**

Who is your electronic payment/credit card processing vendor?

**Answer:**

US Bank processes our electronic payments. We do not accept credit card payments. The collection vendor may accept credit card payments and is responsible for associated fees.

**Question:**

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:**

Please contact the Procurement Officer referenced in the RFP.

James Ackerman, Procurement Officer

[james.ackerman@alaska.gov](mailto:james.ackerman@alaska.gov)

907-465-6698

**Question:**

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

**Answer:**

Through the course of standard servicing activities, the primary collection vendor and ACPE receive verbal or written notifications of a responsible party's death.

**Question:**

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

**Answer:**

We return the account from the vendor and transfer the debt to the cosigner or write off the debt as applicable.

**Question:**

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

**Answer:**

No changes to our current process are planned.

**Question:**

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

**Answer:**

No and we have not considered filing probated estate claims.

**Question:**

Can you please better clarify the in-state encouragements referenced in the following sections: SEC. 6.12 ALASKA BIDDER PREFERENCE An Alaska Bidder Preference of 5% will be applied to the price in the proposal. SEC. 6.14 ALASKA OFFEROR PREFERENCE 2 AAC 12.260(e) provides Alaska offerors a 10% overall evaluation point preference. Alaska bidders, as defined in AS 36.30.990(2), are eligible for the preference.

**Answer:**

For those that qualify for the Alaska Bidder and Alaska Offeror Preference will receive a percentage break that helps with their overall score during the evaluation process.