



**City and County of San Francisco
Office of the Treasurer & Tax Collector
State-Tax Refund Dept Offset Services
RFP #BDR 2020-11**

	Request For Clarification/Question	CCSF Response
1.	Please reconfirm the due date for this procurement by providing it in response to answers to questions.	January 4 th , 2021 at 5:00pm (PST)
2.	Why has this bid been released at this time?	This project is a TTX business initiative to enhance the efficacy of our debt recovery processes.
3.	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	There is no current vendor for this service.
4.	Has the current contract gone full term?	There is no current contract.
5.	Have all options to extend the current contract been exercised?	There is no current contract.
6.	Who is the incumbent, and how long has the incumbent been providing the requested services?	There is no existing service provider. This will be a new service to TTX.
7.	How are fees currently being billed by any incumbent(s), by category, and at what rates?	This will be a new service to TTX.
8.	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	No monies have been paid historically. This will be a new service to TTX.
9.	What is the total dollar value of accounts available for placement now by category, including any backlog?	Approximately \$10 million
10.	What is the total number of accounts available for placement now by category, including any backlog?	Approximately 7,000
11.	What is the average balance of accounts by category?	The average balance is approximately \$2,900.
12.	What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?	The average is approximately 2.5 years from the date the obligation was due.
13.	What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?	Approximately an average of 800 accounts during each submission period, which is TBD.
14.	What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?	This information is not available at this time.



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15.	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?	Not applicable.
16.	What is your case management/accounting software system of record?	Collection Solutions Software, specifically the IMPACT collection software.
17.	Who is your electronic payment/credit card processing vendor?	CityBase
18.	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?	The scope of this project pertains to tax refund intercept/offset services and is not related to outside collection agency/secondary placement services.
19.	How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?	We use both proprietary and other skip tracing services to determine the if a responsible party is deceased.
20.	How do your current processes and/or vendor relationship(s) handle a death of responsible party?	The actions will vary based on the information we have on the deceased responsible party.
21.	Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?	Yes, we do, but deceased accounts are not being evaluated at this time.
22.	Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?	Yes, we file creditor claims in Probate proceedings.
23.	If we are awarded the contract, can we include language within the contract that would allow other municipalities to piggyback off the final negotiated contract?	If you are awarded the contract, we can discuss this request during contract negotiations.
24.	Which supplemental appendix forms and/or standard forms are required?	Submission requirements are listed under section 3 of the RFP.
25.	Why is Appendix C required on a service provider when the software is a proprietary tool utilized by the service provider to meet San Francisco performance standards?	Appendix C has been provided as a potential contract template and is for reference only. Please do not respond at this time about Appendix C.