



Proposer Questions / RAA Answers
Professional Collection Services Solicitation Number: 21-05

Posted on October 18, 2021

QUESTION	ANSWER
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?	Please reference Sections 2.3 and 3.1C of the RFP.
How are fees currently being billed by any incumbent(s), by category, and at what rates?	The most recent vendors each have a legal commission fee of 25%. Otherwise, Vendor #1 has a 17% commission fee, and Vendor #2 has an 18% commission fee.
How many vendors are you seeking to award a contract?	The contract will be awarded to a primary and secondary vendor.
What collection attempts are performed or will be performed internally prior to placement?	RAA staff first perform insurance verification. RAA will then send patients up to 3 invoices. Accounts are also placed with the Virginia debt set-off program.
What is the total dollar value of accounts available for placement now by category, including any backlog?	Vendor #1's total dollar value of accounts available is \$2,116,951. Vendor #2's total dollar value of accounts is \$3,819,694.
What is the total number of accounts available for placement now by category, including any backlog?	There are 4,852 to place with the primary vendor and 8,934 to place with the secondary vendor.
What billing servicer do you utilize?	Billing is currently handled in-house.

QUESTION	ANSWER
Have all cases been fully adjudicated by the time of placement?	Yes, they have been adjudicated to the best of our knowledge with the exception of the debt set-off accounts.
Who is your electronic payment/credit card processing system of record?	The electronic payment/credit card processing system of record is Sage.
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?	Yes, accounts will be moved.
What is your case management/accounting software system of record?	The case management/accounting software is Zoll RescueNet.
How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?	RAA performs credit checks and insurance verification, and client deaths are found during this process.
How do your current processes and/or vendor relationship(s) handle the death of a responsible party?	RAA documents the estate and passes the accounts on to our primary vendor.
Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?	RAA does not have a designated process or policies.
Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?	The answer is no to both questions.
Who is the current / previous vendor for this contract?	SCA Credit Services, Inc. and United Consumers, Inc.
What is the average age of accounts at placement?	The average age is less than 12 months.
What actual dollars were paid last year, or last quarter to any incumbent(s)?	RAA does not pay out. The fees are removed from vendor's monthly remittance statements.
What has been the historical rate of return?	The historical rate of return is 2%.
Will accounts assigned to your previous vendor be transferred to a new vendor upon award or will they remain with the previous vendor?	Accounts will be assigned to new vendor(s).
Does the creditor generally take back accounts after a fixed time period? If so, when?	Please see Section 2.1B of the RFP.
May the collection agency report unresponsive debtors to the credit bureaus?	Yes, the vendor(s) may report the unresponsive debtors to the credit bureaus.
What commission percentage and/or fee arrangement (or pricing range) does the Authority expect to award as a result of its Request for Proposal?	RAA expects to award a fair commission percentage based on the effort made to produce collected revenues.