

State of NH Department of Revenue Administration  
DRA Bid #2015-01

**What is an RFB; did you mean RFP?**

A "request for Bid," or RFB, is a request for bid of specified services.

**What is the due date for this procurement?**

October 2, 2014.

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

Two business days after receipt.

**Is there a deadline for questions?**

September 26, 2014.

**When is the anticipated contract start date?**

March/April of 2015.

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

The contract calls for net dollars remitted by agency only; no payments are made to the agencies.

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

Estimated net return based upon program, fee schedule, financial stability and references.

**Can you describe your level of satisfaction with your current vendor(s), if applicable?**

Not applicable.

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

The accounts are derived from the State of New Hampshire taxes administered by the Department of Revenue Administration. The specific taxes can be found on the Department's website at:  
<http://www.revenue.nh.gov/index.htm>.

**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?**

Accounts are intended to be primary placements. Any secondary placements will have been recalled from the existing vendor within four months of placement.

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

The Department of Revenue Administration has skilled compliance officers who perform a five-month collection process; including letters, telephone calls and other statutory collection steps. A final letter is

sent notifying the taxpayer of the impending placement with a collection agency.

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

Accounts are actively placed. As the "Purpose" section states, 2/3 of the Department's Collections Division out-of-state balances are placed. The remaining 1/3 are actively being worked.

**What is the average balance of accounts by category?**

Approximately \$8,000.

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

Process outlines 270 days after assignment to the Department's Collections Division. Practically, 360 days is more realistic.

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

75 quarterly (number of unique taxpayers, may include multiple tax periods or tax types).

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

\$500,000 quarterly

**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?**

Anticipate 10%

**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?**

Accounts placed within 120 days from start up will be placed with selected agency.

**How many proposal copies are required?**

One hardcopy, if a digital version is also included; otherwise three hardcopies are required.

**Do you give special consideration to veteran-owned businesses?**

There are no preferences allowed in our RFB process.