

**New Hampshire 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 detail 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.

Does the Department of Revenue Administration have reciprocal arrangements with other states or use a federal tax offset program in the recovery of tax delinquencies collected by the Department?

No.

What are the Department's specific insurance coverage requirements, including the required limits for each coverage?

The Department has not set precise specifications for the insurance coverage.

Forms to be submitted with bid proposals:

- ✓ State of New Hampshire Certificate of Good Standing (obtained through the NH Secretary of State's office <http://sos.nh.gov/>).
- ✓ Certificate of Authority (Signature Authority) Letter from the Board of Directors granting authority for said person to enter into and sign the contract agreement.
- ✓ Certificate of Insurance including worker's compensation coverage.

Where should I send the proposal?

Bids may be submitted by any one of the following ways:

Mail: Purchase and Property, 25 Capital St., Concord, NH 03301

Email: prchweb@nh.gov

Fax: (603) 271-7564

What is the time period during which the Department anticipates contacting references included in proposals?

Two weeks following the opening of bids.

What is the account retention period for the primary agency?

Accounts will be returned for placement with the second agency after 270 days, unless an active payment arrangement is present.

What does the Department seek to improve about its collections through this new contract?

Net return.

Does the Department place preference with NH-based agencies?

Such a preference is only considered if there are two identical bids and one is from an out-of-state vendor and one is from an in-state vendor. In that case, the in-state vendor would be chosen over the out-of-state vendor.

What are the current recovery rates for existing agencies under the current contract?

Not applicable

Could the Department please provide a copy of the Confidentiality and Information Policy referenced in Exhibit D Vendor Specifications, Item # 5?

Please see New Hampshire RSA 21-J:14

Does the Department seek wage garnishment services in addition to collection and legal services?

Yes, where it is authorized by the state in which the action is brought.