

**ADDENDUM #3**

**CSB: Debt Collection Services  
PIN: 83622B0003**

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THE ADDENDUM IS ISSUED FOR THE PURPOSE OF AMENDING THE REQUIREMENTS OF THE COMPETITIVE SEALED BID AND IS HEREBY MADE A PART OF SAID COMPETITIVE SEALED BID TO THE SAME EXTENT AS THOUGH IT WERE ORIGINALLY THEREIN.

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**Part I: Questions & Answers**

- Additional Questions & Answers received from vendors are attached to this addendum

**Part II: Due Dates**

- The due date of the subject Competitive Sealed Bid has been extended to **Tuesday, March 7, 2023** at 3:00PM EST
- The question deadline has been extended to **Friday, February 24, 2023**

All other Terms and Conditions remain the same.

Roman Shpolyansky  
**Agency Chief Contracting Officer**

## **Part I: Vendor Questions & Answers**

**Question 1: To what extent are these accounts owed by private consumers versus commercial businesses?**

Answer: Parking is 87% Passenger Plates and 13% Non-Passenger Plates. ECB is 48% Individuals and 52% Commercial Businesses. The information for Business Tax is not available at this time.

**Question 2: What was the dollar amount collected under the current contract for each category?**

Answer: Please refer to updated Exhibit IIA and IIB document from Addendum #2 for updated collection rates and amounts.

**Question 3: Please confirm the PASSPort Disclosure for this contract is only required to be completed by the winning bidder(s) upon contract award.**

Answer: Yes, PASSPort disclosures are required by the winning bidders upon contract award.

**Question 4: If the PASSPort Disclosure for this contract is a requirement for all bidders prior to contract award, please provide a list of the specific EEO documents you would like to be provided.**

Answer: Please see answer to Question #3 above.

**Question 5: Please confirm Attachment 10 is the "Agreement to Adhere to the Secrecy and Confidentiality Provisions of the New York City Administrative Code, New York State Tax Law and the Internal Revenue Code" on pages 125-126 of the IFB document. If not, please provide Attachment 10.**

Answer: Yes, "Attachment 10" shall be corrected to "Appendix B".

**Question 6: Regarding the "City of New York Certification by Insurance Broker or Agent" form on page 120, please confirm this is to be included with all other insurance documentation within 10 days of contract award.**

Answer: Yes, "City of New York Certification by Insurance Broker or Agent" shall be provided along with the Certificate of Insurance (General Liability, Worker's Compensation and Disability Insurance) as required in Article 7 of Appendix A.

**Question 7:** Please confirm access codes/passwords must, at a minimum, be constructed, protected, and administered in accordance with current federal standards FIPS Pub 140-2.

Answer: Please refer to Scope of Work I and II for cyber security and encryption strength requirements.

**Question 8:** Can bidders use a remote, work from home strategy?

Answer: This is a business decision. The bidder must comply with all the requirements outlined in the Scope of Work.

**Question 9:** Regarding Schedule B M/WBE: Bidders are directed to complete this schedule in both the Questionnaire Excel spreadsheet and on the PASSPort portal. Schedule B is largely directions for navigating PASSPort to enter M/WBE information, followed by Schedule B – Part 3 if a bidder is going to request a waiver, which is the only portion of Schedule B that can be “completed.”

- If a bidder is NOT requesting a waiver, what would need to be completed in this form in order to upload it as part of a proposal?
- If a bidder is NOT requesting a waiver, is this form not required?

Answer: Please refer to the Schedule B documents for step by step for instructions. Part 3 of the Schedule B must be submitted only if you are submitting a waiver.

**Question 10:** In PASSPort, what, if any, are the length limits (in terms of number of characters or number of words) in the response cells of the “Bidder’s Qualifications and Experience” tab?

Answer: The limit is 32,000 characters. You may also utilize the option to upload a document if any doubts on character limits.

**Question 11:** Regarding Vendor Profile on the PASSPort portal: Does a vendor’s profile have to be completed and signed prior to submission of a proposal for this procurement? Or, can a vendor still submit a proposal and be eligible for award as long as they have completed and signed their vendor profile prior to actual award?

Answer: The Vendor Profile can be in draft to submit a bid. However, it must be fully completed if selected for award.

**Question 12:** In the RFX, in the “Bid Contact” tab, under “Contact Information” it says, “Provide the name, title, email and phone numbers of the agency official to negotiate and contractually bid for the organization.” Question: Does this person need to be an authorized negotiator for our company? Or can we list the salesperson who ordinarily serves as our contact person for the bid (but is not an authorized negotiator)?

**Answer:** This is a Competitive Sealed Bid. All awarded vendors must comply with all the terms and conditions of this CSB. Please provide a contact person who can facilitate questions from Department of Finance.

**Question 13:** How much did each current contractor pay in liquidated damages in each of the past five years, if any? And for what “Activity”?

**Answer:** None. Please see answer to Question #23 in Addendum #2.

**Question 14:** IFB page 7/164, section 18. Bid Evaluation and Award – “In accordance with the New York City Charter, the Procurement Policy Board Rules and the terms and conditions of this Invitation for Bids, this contract shall be awarded, if at all, to the responsible bidder whose bid meets the requirements and evaluation criteria set forth in the Invitation for Bids, and whose bid price is either the most favorable bid price or, if the Invitation for Bids so states, the most favorable evaluated bid price.” QUESTION: Is “most favorable evaluated bid price” applicable to this solicitation? If yes, can you please define the term, “evaluated bid price”?

**Answer:** Please see answer to the Question #3 in Addendum #2.

**Question 15:** Both of the SOWs, under section B. COLLECTION, SKIPTRACING and ASSET LOCATION EFFORTS, paragraph 4, says “4) Contractor must directly perform dunning/skip tracing collection activities and are prohibited from subcontracting out these tasks. The dunning activities must include, but are not limited to: scrubbing the debt, determining the collectability of the debt, providing leads, determining the viability of the entity, income, and asset searches.  
Notwithstanding the above, the Contractor may subcontract technology, mailing services or research tasks.”

a. The M/WBE goal of 30% is a large percentage to subcontract. Typically, in order to reach that goal, we would need to subcontract a portion of the account placements to a M/WBE collection agency. However, it appears that #4 prohibits us from subcontracting any of the collections (i.e., dunning/skip tracing) services, except that we may subcontract for mailing, technology or research tasks. Is that correct?

Answer: That is correct.

**b. Also, please define “research tasks.” (Wouldn’t skip tracing be considered a “research task?”)**

Answer: Skip tracing is not considered as research task as related to this bid.

**Question 16: The Invitation for Bids has several mandatory requirements for items that must be available “... within ten (10) days of contract award.” (i.e., a secure call center location, a secure data transfer method, data security protections, required insurance coverages)**

**a. Is this referring to 10 business days or 10 calendar days?**

Answer: 10 calendar days.

**b. Please define “contract award.” (Does it mean upon the Bidder’s receipt of notification of contract award? Or upon execution of the contract by both the Bidder and the City?)**

Answer: Contract award refers to upon the Bidders’ receipt of notification of contract award.

**Question 17: We understand that vendors will not win back-to-back tiers (the same vendor can win primes and seconds). But can we bid on back-to-back tiers, and let the city decide which to award us, if any?**

Answer: Yes. Please see answer to Question #36 of Addendum #2.

**Question 18: If applicable, regarding the Occupational Category section on page 4 of Supply and Services Employment Report Instructions, please advise where we can locate Appendix B**

Answer: The Supply and Services Employment Report instruction will be provided at the time of award.

**Question 19: Please confirm that all pending responses were erased when reset or if it was just ours. Please let us know if you can add back the ability to drop a file under Question 0 (Minimum Qualifications).**

Answer: Yes. This question does not require any documentation to be uploaded. Please refer to Question #1 in the Minimum Qualifications.

**Question 20:** MWBE requirements - Can you please confirm that Schedule B only needs to be filled out if we are requesting a Waiver of participation? Otherwise, as long as all Subcontractors/Joint Ventures and M/WBE Requirements fields are filled in correctly in PASSPort if we are, ok?

Answer: Please see answer to Question #9 above.

**Question 21:** How does the MBE obtain 30% of the contract revenue goal if Prime vendor is not allowed to “subcontract” the work to their MBE/WBE to enable earning the goal requirement?

- Maybe the MBE/WBE is the exception?
- Maybe the statement meant to read to the effect of, no subcontract work outside of MBE/DBE approved businesses?

Answer: As per section B of Scope of Services, the bidder may subcontract the technology, mailing services or research tasks with the exception of skip tracing/dunning.

**Question 22:** Are we to complete the waiver by providing 4 additional references, regardless if we only have a one subcontractor currently?

Answer: Yes, both the waiver and excel template shall be completed and submitted in its entirety. Five (5) most relevant references must be provided. The bidder shall indicate that no subcontracting was performed where applicable.

**Question 23:** Can subcontractors be entities such as print/marketing vendors, office supplies, janitorial services which do not provide core services to the contracts in which we are performing call center services for?

Answer: Goods will not apply towards fulfilling the goal. As per section B of Scope of Services, the bidder may subcontract services such as technology, mailing or research tasks.

**Question 24:** We have some client contracts that restrict us from listing their contacts, contract values, etc. and can only list the entity name. Is that sufficient?

Answer: No, it is not sufficient. Bidders must provide all pertinent information for each referenced contract in its entirety.

**Question 25:** Please provide the dollar amount of fees earned by your current vendors for each segment – Primary and Secondary for each of the past two fiscal years.

Answer:

<i>FY22</i>		
Debt	Primary	Secondary
Parking	\$1,331,339.35	\$406,258.5
ECB	\$1,128,174.58	\$627,940.87
Business Tax	\$585,282.65	\$406,288.2
<i>FY21</i>		
Debt	Primary	Secondary
Parking	\$313,701.15	\$459,404.8
ECB	\$470,922.96	\$19,077.04
Business Tax	\$985,117.92	\$345,854.7

**Question 26:** What is the monthly or quarterly number of primary placement accounts expected to be placed with the vendor(s) for Business and Excise Tax Debt, Judgments and Parking and Camera Violations Debt? If accounts will not be placed monthly, can you please indicate the interval of placement and the number of accounts anticipated per placement?

Answer: Please refer to the data in the Exhibit IIA and IIB. Assignment will be monthly. If debtor receives additional debt (add-on) while their case is assigned to a collection agency, the add-on debt will be added to the case.

**Question 27:** To what extent will the location of the bidder’s call center and/or corporate headquarters have a bearing on any award(s)?

Answer: Call Center shall be in the United States of America.

**Question 28:** Which account types are reported to the credit bureau agencies by the City of New York?

Answer: None.

**Question 29:** Which account types or categories does the City of New York want their awarded vendors to report to the credit bureaus?

Answer: The Department of Finance does not report any of the debt type to the credit bureaus.

**Question 30:** Does the City have email addresses and/or cell phone numbers for the Business and Excise Tax Debt accounts, Judgments and Parking and Camera Violations?

Answer: The contact information will only be provided to the awarded vendors if the information is available.

**Question 31:** Can you tell me what percentage of payments are commissionable for each of the business types listed in this CSB?

Answer: All payments collected by the collection agencies are commissionable.

**Question 32:** Please provide the average primary account balances for the Business and Excise Tax Debt, Parking and Camera Violations, and Environmental Control Board categories.

Answer: Average Account/Case Balance referred to Primary Vendor - Business Tax = \$5,200, ECB = \$2,400, Parking = \$450.