



THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA
 SCHOOL BOARD ADMINISTRATION BUILDING
 Procurement Management Services
 1450 N.E. 2nd Avenue, Room 650
 Miami, Fl. 33132

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BID/RFP ADDENDUM

Date: 03/26/2021

Addendum No. 1

BID/RFP# ITN-20-015-VF BID/RFP TITLE: Collection Agency Services This

addendum modifies the conditions of the above referenced BID/RFP as follows:

The attached document provides answers to questions received regarding this ITN.

Section 9 of the ITN has been revised to correct the insurance requirements.

All other terms and conditions of the ITN will remain the same.

All information, specifications terms, and conditions for the above referenced BID/RFP, is included on the document posted on the Procurement Management website at <http://procurement.dadeschools.net>

The attached pages containing clarifications, additional information and requirements constitutes an integral part of the referenced bid.

1. If your bid/proposal has not been submitted, substitute the pages marked REVISED and mail your entire bid/proposal package. **REMEMBER TO SIGN THE BIDDER QUALIFICATION FORM.**

OR

2. If your bid/proposal has been submitted, sign and return this addendum form with the revised pages by the time and date indicated on the Bidder Qualification Form. BY SIGNING THIS ADDENDUM, THE VENDOR AGREES TO THE TERMS AND CONDITIONS CONTAINED IN THE BIDDER QUALIFICATION FORM AND ALL RELATED BID DOCUMENTS.

I acknowledge receipt of Addendum Number _____

PLEASE NOTE: If your firm has forwarded a copy of this bid/proposal to another vendor, it is your responsibility to forward them a copy of this addendum.

(PLEASE TYPE OR PRINT BELOW)

LEGAL NAME OF BIDDER: _____

MAILING ADDRESS: _____

CITY, STATE ZIP CODE: _____

TELEPHONE NUMBER: _____ E-MAIL I.D. _____ FAX # _____

BY: SIGNATURE (Manual): _____
 OF AUTHORIZED REPRESENTATIVE

NAME (Typed): _____ TITLE: _____
 OF AUTHORIZED REPRESENTATIVE

**Request for Proposals
ITN-20-015-VF
Collection Agency Services**

**ADDENDUM NO. 1
Questions and Answers**

QUESTIONS AND ANSWERS:

Q1: Please reconfirm the due date for this procurement by providing it in response to answers to questions.

A1: Proposals are due on or before 1:00 p.m. Eastern Time (ET), Tuesday, April 13, 2021.

Q2: What is the date by which you will answer these questions?

A2: Questions have been answered through this addendum, March 26, 2021.

Q3: Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

A3: Please refer to Section 7.7 of the solicitation for additional information. It is the District's intent to promote small/micro and minority business participation, whenever possible. If your firm is certified as a small/micro and/or minority business with the M-DCPS Office of Economic Opportunity (<http://oeo.dadeschools.net/#!/fullWidth/273>) please submit a copy of that certification with your response.

Q4: 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?

A4: The District requests that you provide us with your best options and proposals. The Selection Committee will review the options and make a determination in the best interest of the District.

Q5: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

A5: Satisfactory.

Q6: Who is the incumbent, and how long has the incumbent been providing the requested services?

A6: Alltran Education, Inc., services were provided until January 2018.

Q7: To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

A7: Please refer to Section 1, XX. Local and State Vendor Preference for further information.

Q8: How are fees currently being billed by any incumbent(s), by category, and at what rates?

A8: Fees are based on a fixed percentage fee of 17.5% on referred placements.

Q9: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

A9: Not applicable, due to no contract in place at the indicated dates in the question.

Q10: To how many vendors are you seeking to award a contract?

A10: One.

Q11: To what extent are these accounts owed by private consumers versus commercial businesses?

A11: The majority of these accounts are owed by former employees.

Q12: 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?

A12: Primary placements.

Q13: What collection attempts are performed or will be performed internally prior to placement?

A13: Employees are initially contacted by the School District's Payroll Department by way of letter requesting reimbursement of the overpayment. The account is referred to collections if the District receives no response from the employee after sending three letters.

Q14: Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

A14: No.

Q15: What is the total dollar value of accounts available for placement now by category, including any backlog?

A15: \$484,954

Q16: What is the total number of accounts available for placement now by category, including any backlog?

A16: 752

Q17: What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

A17: The average number of accounts on an annual basis is 217.

Q18: What billing servicer do you utilize?

A18: This is done internally through our payroll department.

Q19: Have all cases been fully adjudicated by the time of placement?

A19: Yes.

Q20: 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?

A20: Yes, all accounts will be placed with a new vendor at the start of contract.

Q21: What is your case management/accounting software system of record?

A21: SAP

Q22: Who is your electronic payment/credit card processing vendor?

A22: The District does not currently work with an electronic payment/credit card processing vendor.

Q23: 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?

A23: When a company seeks to present business to the District they must first register as a lobbyist. For more information on how to become a lobbyist, please contact:

Office of the School Board Clerk
Miami-Dade County Public Schools
1450 N.E. Second Avenue, Suite #311
Miami, Florida 33132
305-995-1440
<http://www.dadeschools.net/schoolboard/lobbyist.asp>

Once registered, contact Procurement for further details.

Q24: How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

A24: Currently, employees' death is coded on our SAP system by the Retirement and Leave Office.

Q25: How do your current processes and/or vendor relationship(s) handle the death of a responsible party?

A25: Responsible parties are exempt upon death.

Q26: Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?

A26: Yes. Amounts owed from deceased accounts are automatically forgiven.

Q27: Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

A27: No and No.

Q28: If I choose to use Periscope to submit our Proposal, how do I include attachments, i.e. Price Proposal form, Exhibit 1 Cover Page, etc. forms?

A28: Please follow the Periscope submittal process. If there are any issues with contact Periscope at 800-990-9339 or S2G@periscopeholdings.com.

Q29: On the bottom of page 1 of the RFP document, there are instructions to download a vendor registration package, which includes a requirement to submit a Local Business Tax Receipt.

In Section 5 of the RFP document, it states that if proposer's business is located outside of Miami-Dade County, can submit their local Occupational Tax License.

Please clarify if a Miami-Dade Local Business Tax Receipt is required or if any Local Occupational Tax License will qualify.

A29: The minimum qualification requirements for the ITN response can be found on Page 17, Section 5.

Q30: What is the average balance in delinquencies for Miami Dade/year?

A30: Refer to Q17.

Q31: What is the current balance in delinquencies for Miami Dade?

A31: Refer to Q15.

Q32: Do all agencies bidding need to register first for Miami Dade?

A32: No.

Q33: Is this going to be awarded to one agency or multiple?

A33: Refer to Q10.

Q34: What is prompting this RFP?

A34: The District needs to replace former the collection agency to enhance recoverability of former employees salary overpayments.

Q35: Are you looking to add or replace an existing vendor?

A35: A new vendor will be awarded.

Q36: What do you like about your existing vendor?

A36: Currently, we do not have a vendor.

Q37: What would you change about your existing vendor?

A37: Currently, we do not have a vendor.

Q38: What percentage of accounts are primary placements? Secondary placements?

A38: Refer to Q12.

Q39: How many vendors do you currently use?

A39: Currently, we do not have a vendor.

Q40: What percentage of the \$500,000.00 is Employee Overpays? Student Restitution? Payments from outside agencies or miscellaneous business transactions?

A40: 100% Employee Overpay.

Q41: What is the total number of accounts that represent the \$500,000.00 opportunity?

A41: Refer to Q16.

Q42: What is the smallest balance size that you have placed for collections?

A42: Accounts \$100 and over are placed for collection.

Q43: What percentage of accounts do you recall within the initial two week period? What is the fee percentage that you are currently paying for primary placements? Secondary placements?

A43: No accounts are recalled within the initial two-week period. Refer to Q8 for additional answers.

Q44: Does a Vendor Application need to be submitted separately ahead of time, along with the RFP proposal, or are the requirements sufficiently documented within this RFP?

A44: A vendor application does not have to be submitted with the response.

Q45: If submitting a digital proposal via Periscope, do any signed documents need to be manually signed then scanned in, or can they be docu-signed PDFs?

A45: Both manual scanned signatures and docu-signed PDFs are acceptable.

REVISED SECTION 9 – INSURANCE REQUIREMENTS

Bidders shall be required to provide, at the time of submittal of their bid, evidence of insurance coverages and limits meeting, at a minimum, the following requirements:

A. Workers' Compensation/Employer's Liability Insurance

Such insurance shall be no more restrictive than that provided by the Standard Workers' Compensation Policy, as filed for use in Florida by the National Board on Compensation Insurance, without restrictive endorsements. The minimum amount of coverage (inclusive of any amount provided by an umbrella or excess policy) shall be:

Part One: "Statutory"

Part Two: \$100,000 Each Accident
 \$500,000 Disease - Policy Limit
 \$100,000 Disease - Each Employee

B. General Liability Insurance

Such insurance shall be no more restrictive than that provided by the most recent version of standard Commercial General Liability Form (ISO Form CG 00 01) without any restrictive endorsements.

The minimum limits (inclusive of amounts provided by an umbrella or excess policy) shall be:

 \$ 1,000,000 General Aggregate
 \$ 1,000,000 Products/Completed Operations Aggregate
 \$ 1,000,000 Personal and Advertising Injury
 \$ 1,000,000 Each Occurrence

C. Automobile Liability Insurance

Such insurance shall be no more restrictive than that provided by Section II (Liability Coverage) of the most recent version of standard Business Auto Policy (ISO Form CA 00 01) without any restrictive endorsements, including coverage for liability contractually assumed, and shall cover all owned, non-owned, and hired autos used in connection with the performance of the Contract. The minimum limits (inclusive of any amounts provided by an umbrella or excess policy) shall be \$ 1,000,000

 Each Occurrence - Bodily Injury and Property Damage Combined

Professional Liability: If the contract requires professional services, the bidder shall provide evidence of the following professional liability coverage. Such insurance shall be on a form acceptable to the Board and shall cover bidder or those sources of liability arising out of the rendering or failure to render professional services in the performance of the services required in the contract including any hold harmless and/or indemnification agreement. Coverage must either be on an occurrence basis; or, if on a claims-made basis, the coverage must respond to all claims reported within three years following the period for which coverage is required and which would have been covered had the coverage been on an occurrence basis. The minimum limits (inclusive of any amounts provided by an umbrella or excess policy) shall be \$ 1,000,000 Each Claim/Annual Aggregate

Cyber Liability Insurance: If the contract requires the transfer of electronic records containing personal identifiable information of student or employee records between the bidder and the Board, the bidder shall provide evidence of the following insurance. Bidder shall maintain Cyber Liability insurance with limits of not less than \$1,000,000 for each wrongful act, and Liability for security or privacy breaches, including loss or unauthorized access to the Board's data; Costs associated with a privacy breach, including consumer notification, customer support/crisis management, and costs of providing credit monitoring services; Expenses related to regulatory compliance, government investigations, fines, fees assessments and penalties; Costs of restoring, updating or replacing data; Privacy liability losses connected to network security, privacy, and media liability "Insured versus insured" exclusion prohibited. The insurance provided by the bidder shall apply on a primary basis. Any insurance, or self-insurance, maintained by the Board shall be excess of, and shall not contribute with, the insurance provided by the bidder. Failure to submit evidence of insurance, as outlined above, may cause the bidder to be considered non-responsive and ineligible for award.

In addition, upon award, the successful bidder shall provide a fully completed certificate of insurance signed by an authorized representative of the insurer providing the insurance coverages set forth hereinabove, and naming "The School Board of Miami-Dade County, Florida and its members, officers and employees" as an additional insured and certificate holder. Failure by the successful bidder to provide a fully completed certificate of insurance providing the insurance coverages outlined above, or to maintain such insurance coverages throughout the contractual period, including any extension periods, may cause the bidder to be in default, which may result in the termination of the award.

Neither approval nor failure to approve the insurance furnished by the bidder shall relieve the bidder of the bidder's full responsibility to provide insurance as required herein.

The insurance provided by the bidder shall apply on a primary basis. Any insurance, or self- insurance, maintained by the Board shall be in excess of, and shall not contribute with, the insurance provided by the bidder.

Compliance with these insurance requirements shall not limit the liability of the bidder. Any remedy provided to the Board by the insurance provided by the Board shall be in addition to and not in lieu of any other remedy (including, but not limited to, as an indemnitee of the bidder) available to the Board under this contract or otherwise.

The bidder shall be responsible for assuring that the insurance remains in full force and effect for the duration of the contractual period, including any and all extension periods that may be granted to the bidder. The certificate of insurance shall contain the provision that the School Board be given no less than (30) days written notice of cancellation. If the insurance is scheduled to expire during the contractual period, the bidder shall be responsible for submitting new or renewed certificates of insurance to the School Board at a minimum of fifteen (15) calendar days in advance of such expiration.

Unless otherwise notified, the certificate of insurance shall be delivered to:

Miami-Dade County Public Schools
Office of Risk and Benefits Management
1501 N.E. 2nd Avenue, Suite 335
Miami, Florida 33132

The above insurance requirements may only be amended or waived via written approval of the Office of Risk and Benefits Management.