

**BERGEN COMMUNITY COLLEGE  
400 PARAMUS ROAD  
PARAMUS, NEW JERSEY 07652  
COLLECTION AGENCY SERVICES  
RFP# R-092**

# Clarification #1

October 21, 2021

Q. 1. Can you please provide greater details regarding your bid bond and/or performance bond requirements related to this contract? For example, what is required with the proposal, and what is required to comply during the term of the contract?

A. 1. \$20,000 check, certified check or bond payable to Bergen Community College. Refer to pages 8 and 9 of the proposal for further information.

Q. 2. 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?

A. 2. Bidders can create their own.

Q. 3. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

A. 3. Not Applicable

Q. 4. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

A. 4. Location of bidder has no bearing on award. Note that scheduled visits are recommended.

Q. 5. How are fees currently being billed by any incumbent(s), by category, and at what rates?

A. 5. It varies by vendor.

Q. 6. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

A. 6. The college does not have that information readily available.

Q. 7. To how many vendors are you seeking to award a contract?

A. 7. Refer to page 32.

Q. 8. What billing servicer do you utilize?

A. 8. We do not have a billing servicer.

Q. 9. Have all cases been fully adjudicated by the time of placement?

A. 9. Not applicable.

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Q. 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?

A. 10. Not applicable.

Q. 11. What is your case management/accounting software system of record?

A. 11. This shouldn't matter.

Q. 12. Who is your electronic payment/credit card processing vendor?

A. 12. This is not relevant.

Q. 13. 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?

A. 13. Not applicable.

Q. 14. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

A. 14. The College currently has a process in place that deals with deceased students regarding communication and billing.

Q. 15. How do your current processes and/or vendor relationship(s) handle the death of a responsible party?

A. 15. The College currently has a process in place that deals with deceased students regarding communication and billing.

Q. 16. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?

A. 16. The College currently has a process in place that deals with deceased students regarding communication and billing.

Q. 17. Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

A. 17. No.

Q. 18. How many contracts does The College expect to award?

A. 18. Refer to page 32.

Q. 19. What is the current liquidation rate of the accounts?

A. 19. 10-20%

Q. 20. Are you able to supply the Form 00600 mentioned on page 2 of the RFP?

A. 20. This form is a sample. (See page "4" of this Clarification)

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Q. 21. "In the event the proposer submits a Proposal Bond, such Proposal Bond shall be in substantially the form set forth in Form 00600."

A. 21. Your insurance company can provide a similar form for the bid bond.

Q. 22. For this RFP, are financials and most recent audit needed to be submitted with proposal?

A. 22. Yes, see page 34 in RFP.

Q. 23. Who is the incumbent?

A. 23. Allied Account Services, Inc., Transworld Systems, Inc. and Account Control Tech, Inc.

Q. 24. What is present commission or fee percentage?

A. 24. Around 2.5%.

Q. 25. What is the anticipated total contract value?

A. 25. The college does not have that information readily available.

Q. 26. Are you looking to replace current vendors?

A. 26. County College law requires us to solicit new RFP's nearing the end of a contract.

Q. 27. What are historic placement volumes by type of debt?

A. 27. Varies each year.

Q. 28. What are historic recovery rates by type of debt?

A. 28. 10-20%

Q. 29. Is the \$20,000 payment that collections agencies would need to pay to the school mandatory, and what does that payment cover?

A. 29. Yes, it is mandatory. A bid bond guarantees the winning bidder(s) will undertake the contract.

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**FORM 00600  
FORM OF BID BOND**

KNOW ALL MEN BY THESE PRESENTS, that we the undersigned as PRINCIPAL, AND \_\_\_\_\_ as SURETY, and hereby held and firmly bound unto Bergen Community College in the penal sum of \_\_\_\_\_ DOLLARS, for the payment of which well and truly to be made, we hereby jointly, severally, bind ourselves, our heirs, executors, administrators, successors and assigns.

SIGNED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 2021.

THE CONDITION OF THE ABOVE OBLIGATION IS SUCH THAT whereas the PRINCIPAL above named, submitted to Bergen Community College a certain bid, attached hereto and hereby made a part hereof, to enter into a contract for Collection Agency Services.

NOW THEREFORE, if said bid shall be accepted, the Principal shall execute and deliver the FORM OF AGREEMENT required by the Proposal Specifications (properly completed in accordance with said bid) and shall furnish bonds for faithful performance and for payment of all persons performing labor or furnishing materials in connection therewith, and in all respects perform the agreement created by the acceptance of said bid.

THEN, this obligation shall be void; otherwise the same shall remain in full force and effect, it being expressly understood and agreed that the liability of Surety for any and all claims hereunder shall, in no event, exceed the penal amount of this obligation as herein stated.

The Surety, for value received, hereby stipulates and agrees that the obligations of said Surety and its bond, shall in no way be impaired, or affected, by any extension of the time within which the Principal may accept such bid, and said surety does hereby waive notice of any such extension.

IN WITNESS THEREOF, the Principal and Surety have hereunto set their hands and seals, and such of them as are corporations have caused their corporate seals to be affixed and these presents to be signed by their proper officers, the day and year first set forth above.

\_\_\_\_\_  
PRINCIPAL

\_\_\_\_\_  
SURETY

**NOTE: POWER OF ATTORNEY OF OFFICERS OF SURETY COMPANY DEMONSTRATING AUTHORITY TO EXECUTE THE BID BOND MUST BE SUBMITTED WITH THE BID BOND. YOU MAY USE THIS FORM OR A SUBSTANTIALLY SIMILAR FORM PROVIDED BY THE SURETY COMPANY. A BID BOND IN A FORM ACCEPTABLE TO THE COLLEGE MUST BE RETURNED WITH YOUR RFP.**