

RESPONSES TO PROPOSER QUESTIONS

Question 1: Will financial statements be kept confidential?

AOC Response: Financial statements for privately held companies will be kept confidential. Financial statements for publicly-traded companies will not be kept confidential as those are already in the public domain.

Question 2: How many courts currently have on-site staff provided by a vendor? How many on-site staff are anticipated for this contract?

AOC Response: The Administrative Office of the Courts (“AOC”) does not have this information as we have never requested the courts to report this information. As stated in the pre-proposal conference, the decision as to whether on-site staff will be required for a particular court or county will be made by the court or county. The AOC has not attempted to forecast this information.

Question 3: How have these accounts been worked (i.e., internal collections, outside collections, etc.)?

AOC Response: As discussed in the pre-proposal conference, each court and county manages its collection activities differently; e.g., some have internal collections staff while others do not, most (but not all) use outside collections services.

Question 4: What are the fee rates charged by any vendors currently collecting delinquent receivables for any of the courts?

AOC Response: The fee rates charged by the vendors currently holding master agreements for the collection of court-ordered debt is subject to disclosure under Rule of Court 10.500, Public Access to Judicial Administrative Records. Please see <http://www.courts.ca.gov/13260.htm?rdeLocaleAttr=en> for more details about the Rule of Court and see <http://www.courts.ca.gov/12474.htm> for details regarding submitting a request. Regarding the cost: “You may be charged fees that reflect the direct costs of duplication or production. In addition, you may be charged fees that reflect actual costs of staff search and review time expended on a commercial use request. Payment may be required before records are duplicated or produced. See rule 10.500(e)(4) and the [Public Access to Judicial Administrative Records Fee Guidelines](#).”

Question 5: What are the current liquidation rates by any vendors currently collecting delinquent receivables for any of the courts?

AOC Response: The current liquidation rates are immaterial to the amnesty program; the accounts that are eligible for the amnesty program only represent some of the collections accounts and the general success for amnesty programs historically don't match to current success rates.

Question 6: We are on the Master Agreement. Can we opt out or add additional pricing for Advertising?

AOC Response: A vendor with a current master agreement is not required to participate in the amnesty program. However, if a vendor does want to participate in the amnesty program, they will need to submit the information stated in the Request for Proposal (RFP). A vendor with a current master agreement cannot just add additional pricing for advertising; they have to submit the information stated in the RFP.

Question 7: Will you follow up in writing to the questions asked at the pre-bid conference?

AOC Response: Yes.

Question 8: Do we need to prepare a proposal since we are on the Master Agreement, if not, what is required from us?

AOC Response: Yes, a vendor with a current master agreement who wants to participate in the Amnesty program is required to submit a proposal in accordance with the requirements stated in the RFP. What is required and not required is stated in the RFP.

Question 9: Can we advertise as a public service announcement using AOC or County name?

AOC Response: As stated in the RFP and at the pre-proposal conference, an advertising message (including public service announcements) will be developed by the AOC for consistency throughout the state. The use of the court or county name may only be used with permission of the specific court or county.

Question 10: Is this the best way to go? Having collection agencies who are great at collections, get into advertising?

AOC Response: If a collection agency does not feel that it has the appropriate staff to create its advertising program, it can subcontract with a vendor which can

provide these services. However, note that cost of the advertising program is part of the collection fee for the Amnesty program.

Question 11: What is the evaluation concentration on? Experience? Price? Advertising?

AOC Response: The evaluation criteria and weighting are stated in the RFP; see section 2.4, Evaluation Criteria.

Question 12: How can we be competitive if we're on the Master Agreement to win this business?

AOC Response: The AOC cannot recommend how a vendor can be competitive. Please see the evaluation criteria.

Question 13: Can you explain more on the On-Site Personnel criteria?

AOC Response: This was discussed at the pre-proposal conference. As is the case with the current master agreement services for the collection of court-ordered debt, need for on-site personnel will be a decision made by each court or county.

Question 14: Will all the counties participate?

AOC Response: The Amnesty program is mandatory.

Question 15: Will we be given contact person information for each county after awarded the contract?

AOC Response: No. As was the case with the master agreements for the collection of court-ordered debt, it is up to each vendor to contact a court or county to offer its services.

END