

REQUEST FOR PROPOSALS
A PROJECT TO PROVIDE COLLECTION AGENCY SERVICES
FOR RIVERLINK'S OHIO RIVER BRIDGES

ISSUED APRIL 22, 2022

Indiana Finance Authority
One North Capitol Avenue, Suite 900
Indianapolis, Indiana 46204

Form M Submitted Questions and Responses
May 20, 2022

KEY PROCUREMENT DATES

<u>EVENT</u>	<u>DATE</u>
Publish RFP	April 22, 2022
RFP Questions Due by Proposers	May 6, 2022
Last Date to Publish Answers and/or Addendum	May 20, 2022
Proposal Due Date	June 10, 2022 (by 5pm ET)
Notification of Short List of Proposers	June 24, 2022
Interviews with Short List of Proposers	July 8, 2022
Due Date for Best and Final Offers by Short List of Proposers	July 15, 2022
Anticipated Notification of Preferred Proposer	July 22, 2022
Completion of Negotiations	August 15, 2022
Award and Execution of Contract by Preferred Proposer	August 18, 2022

The Joint Board anticipates publishing an Addenda incorporating the answers provided to the questions the week of May 16th.

The responses herein provided by the Joint Board Authorized Representative are intended to provide more clarity to the RFP’s requirements in response to the submitted questions. As noted in Section 5.1.4.1 of the RFP, such responses are not considered part of the Contract Documents nor are such responses relevant in interpreting the Contract Documents, except as expressly set forth in the Contract Documents. Any official changes to the RFP requirement or provision to the Contract will only be made through an Addenda issued by the Joint Board.

Capitalized Terms not otherwise defined in the responses provided by the Joint Board Authorized Representatives shall have the meanings set forth in the RFP and RFP Documents.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
1	4/27/2022	4/28/2022	Volume I	All	The PDF document provided was printed with track changes. It is not possible to extract the applicable forms for responding. Is it possible to obtain a Word document of the RFP prior to the publication of the Q&A responses?	The PDF was corrected as of 9AM EST on April 28, 2022. You should now be able to access all applicable forms. We will not be issuing the documentation in Word.
2	5/5/2022	5/20/2022	Volume III Section 4	Transactional & Account Data	What is the total expected monthly placement dollar value of collection accounts including tolls and fees?	This average changes per month. However, as see in <i>Volume III, Section 4: Transactional & Account Data</i> , we are expecting an average of \$3,000,000.00 to be placed monthly.

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3	5/5/2022	5/20/2022	Volume III Section 4	Transactional & Account Data	What percentage of accounts placed with the collection agency have a \$60 Collection Fee?	<p>100%. All accounts placed with the collection agency will be assessed a total of \$60 in fees (i.e., \$5 Administrative Fee, \$25 Violation Fee and, \$30 Collection Fee) in addition to their incurred tolls for each Monthly Bill that has reached the stage of Placement with Collections.</p> <p>For Example: A Customer/Violator incurred \$5.00 in tolls the month of January 2020 which goes unpaid. Thus, the Customer/Violator is issued a Monthly Bill to collect those \$5.00 in tolls. If the Monthly Bill continues to go unpaid, a Monthly Bill will be issued every 30 days/month with an associated fee to the Customer/Violator to initiate payment until a fourth Monthly Bill is sent and goes unpaid for 30 days after issued. At which that point the Account with the \$5.00 in tolls & \$60 in accrued fees will be issued to the Collection Agency to collect on. If that same Customer/Violator incurs more tolls in any month following January 2020, those</p>

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						tolls will continue through the same process as the tolls from January 2020, such that they are issued on Monthly Bills and accrue fees. If those subsequent tolls go unpaid 30 days after issued onto a fourth Monthly Bill, then those unpaid tolls and their fees will be sent to the Collection Agency under the same Account as sent previously.
4	5/5/2022	5/20/2022	Volume III Section 4	Transactional & Account Data	What is the expected monthly dollar value of tolls placed with the collection agency?	This information has been added to <i>Volume III, Section 4: Transactional & Account Data, Placeable Transactions Based on Monthly Bill Date from May 2017 thru December 2021.</i>
5	5/5/2022	5/20/2022	Volume III Section 4	Transactional & Account Data	What is the expected monthly dollar value of collections fees placed with the collection agency?	This information has been added to <i>Volume III, Section 4: Transactional & Account Data, Placeable Transactions Based on Monthly Bill Date from May 2017 thru December 2021.</i>
6	5/5/2022	5/20/2022	Volume III Section 4	Transactional & Account Data	What is the average total balance per collections account including tolls and fees?	This average changes per month. However, as see in <i>Volume III, Section 4: Transactional & Account Data</i> , we are expecting an average of \$65 to \$95 per account.

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7	5/5/2022	5/20/2022	Volume I Section 5	PLACEMENT OF UNPAID TRANSACTIONS AND OPERATIONAL PROCEDURES	How many letters are sent on accounts prior to placement with the collection agency?	As demonstrated in <i>Form K, Section 5.3. Placement</i> , a Customer/Violator will receive four (4) Monthly Bills prior to the transactions being escalated to collections.
8	5/5/2022	5/20/2022	Volume I Section 5	PLACEMENT OF UNPAID TRANSACTIONS AND OPERATIONAL PROCEDURES	How many phone calls are attempted on accounts prior to placement with the collection agency?	TSP2 does not complete outgoing calls to Customer/Violators prior to placement. All notification is done via post mail.
9	5/6/2022	5/20/2022	N/A	N/A	It was clear that invoices shall be sent 50/50 to INDOT and KYTC on a monthly basis, however, can we please get clarity on the length of time it would take for the authorities to pay the invoices to the collection agency?	Unless there are extenuating circumstances, Invoices will be paid within 30 to 45 days after issued to INDOT and KYTC and following approval of the submitted invoice.
10	5/6/2022	5/20/2022	N/A	N/A	Is there a current collection agency working the accounts?	No.

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11	5/6/2022	5/20/2022	N/A	N/A	Who are the incumbent collection agencies?	There is no incumbent Collection Agency.
12	5/6/2022	5/20/2022	N/A	N/A	Was there any outbound calling performed on delinquent accounts internally prior to charge off? If so, please elaborate on the work which took place.	No. There is no outbound calling performed for delinquent accounts currently.
13	5/6/2022	5/20/2022	N/A	N/A	What has been the historical (or desired) rate of return or liquidation rate?	With no existing Collection Agency assisting in pursuing these unpaid debts, the current Rate of Collections is 10%. With that, since there has never been a Collection Agency working any ORB accounts, IFA is unable to provide data for the expected Collection Rate with the assistance of a Collection Agency.
14	5/6/2022	5/20/2022	N/A	N/A	Will the successful vendor be asked to credit report?	No. IFA does not want to impact Customer's/Violator's credit reports.

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15	5/6/2022	5/20/2022	N/A	N/A	What did the previous agency earn in commissions on an average monthly basis and were your expectations met?	There has never been a Collection Agency working any ORB accounts.
16	5/6/2022	5/20/2022	N/A	N/A	What was the contingency fee rate of the previous agency?	There has never been a Collection Agency working any ORB accounts.
17	5/6/2022	5/20/2022	N/A	N/A	What percentage of agents will need to be bilingual?	IFA would recommend 10% of agents be fluent in Spanish.
18	5/6/2022	5/20/2022	N/A	N/A	How many FTE do you envision would be needed to properly manage this program?	The IFA leaves this number up to the bidder to decide what coverage is needed in order to meet the contractual KPIs discussed in <i>Form K, Section 12.0 Key Performance Indicators (KPI)</i> .
19	5/6/2022	5/20/2022	N/A	N/A	Is there a length of time that you would need for us to store call recordings?	6 Months.

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20	5/6/2022	5/20/2022	N/A	N/A	Inbound calls were mentioned within the scope of work document. Can you please give any and all data related to inbound calls so that we can estimate potential volumes?	There has never been a separation between Customers/Violators eligible for Collections vs. those that are ineligible for Collections. Thus, accurate call volume cannot be provided.
21	5/6/2022	5/20/2022	N/A	N/A	Is there any historical batch track performance data available?	No.
22	5/6/2022	5/20/2022	N/A	N/A	Will the contractor need to have direct access into the host systems or will data be provided to the selected agency on a regular basis?	The IFA is requesting that the Contractor interface with the TSP2 Back Office System in order to communicate daily updates and reconciliation where needed.
23	5/6/2022	5/20/2022	N/A	N/A	On the pricing form, tab 4, Labor Rates, are the hourly rates being supplied for informational purposes only or is that a scored component to the procurement?	Labor Rates are being requested for informational purposes only. In the event that a Change Request is needed in the future, supplied rates will be used.

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24	5/6/2022	5/20/2022	N/A	N/A	On the pricing form, tab 2, initial costs, can you please give more detailed information on the implementation milestones? For example, what specific criteria on each of the milestones will the JB be checking before a milestone payment can be received?	The Mobilization Milestone would be paid following the submittal of the NTP for the project. The Planning Milestone would be paid following the submission, review and approval of the documents outlined under the <i>Milestone in Form G</i> (i.e., Detailed Project Schedule, Project Documentation, Training Plan, Standard Operating Procedure and, Quality Assurance and Quality Control Plan). The Approved System Integration Test Plan & Support Milestone will be paid following its submission, review, and approval. The System Acceptance Milestone will be paid after approved by the JBR.
25	5/6/2022	5/20/2022	N/A	N/A	What are the payment terms on the various implementation milestones?	See response to comment 24.
26	5/6/2022	5/20/2022	ORB Volume 1 Exhibit E Required Forms, page 54 through end of document.	Required Forms	The document provided in the RFP, ORB Vol. I, has track changes included, is in PDF format and cannot be edited. Will the	The PDF was corrected as of 9AM EST on April 28, 2022. You should now be able to access all applicable forms.

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					Authority please provide clean copies of the required forms?	
27	5/6/2022	5/20/2022	ORB Volume 1 2.2 Proposal Formats and Formatting, page 8.	Proposal Format	The RFP states: "Each Proposal part shall be bound separately in a 3-ring binder and be labeled to indicate its contents. Dividers may be used within bound volumes and will not be counted towards any applicable page counts." Please clarify if it is acceptable to include all three proposal sections in one binder, or is the expectation to provide 3 separate binders, 1 for each proposal section?	The expectation is that the proposal be provided in 3 separate binders with 1 for each proposal section.
28	5/6/2022	5/20/2022	ORB Volume 1 1.5.1 Project Schedule	Implementation dates	The RFP states, "Installation, Testing , and Go Live with 30 day Operational/Acceptance Testing on April 1, 2022 and System Acceptance on May 1, 2022."	This has been revised on the addenda within <i>Volume I, Section 1.5.1. Project Schedule.</i>

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					Please confirm the implementation dates.	
29	5/6/2022	5/20/2022	ORB Volume 1, 5.1.4.2. Questions and Responses Regarding Addenda, page 25.	Issuing Addenda	The RFP states, "Addenda will be posted on the website, and Proposers will be notified of the issuance of such Addenda." Please confirm the website proposers are to use	The Addenda will be issued on: https://www.in.gov/ifa/collection-agency-procurement/
30	5/6/2022	5/20/2022	ORB Volume 1 Form D Non Collusion Affidavit, Surety/Financial Institution Information, page 37.	Bond Forms	No bond forms were included with the RFP. Will the Authority be providing them?	No. Sureties have their own bond forms.
31	5/6/2022	5/20/2022	ORB Volume 1 Form D Non Collusion Affidavit, Surety/Financial Institution Information, page 37.	Bond Forms	Is it acceptable for proposers to provide the Authority an annual renewable bond?	Similar to insurance, IFA finds this acceptable so long as there is no gap in coverage.

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32	5/6/2022	5/20/2022	N/A	N/A	Will amounts referred to the previous vendor be sent to the new vendor? If so, can a separate collection fee be submitted for working this backlog?	There has never been a Collection Agency working any ORB accounts nor will any existing balances be transferred to the new vendor. In addition, no new Collection Fees can be issued by the Contractor.
33	5/6/2022	5/20/2022	N/A	N/A	Who is the current vendor? What is the current fee being charged by that vendor and their rate of recovery?	There has never been a Collection Agency working any ORB accounts.
34	5/6/2022	5/20/2022	N/A	N/A	Please provide a sample of all reports as described in the RFP.	There has never been a Collection Agency working any ORB accounts. Thus, there are no reports able to be provided.
35	5/6/2022	5/20/2022	N/A	N/A	How is the "toll collection target" determined as described in Collection Performance report?	This will be determined in collaboration with the selected Contractor.
36	5/6/2022	5/20/2022	N/A	N/A	How is "resolved" defined for KPI 5, "Phone inquiry responses"?	The definition will be agreed upon in collaboration with the selected Contractor during anticipated design sessions. However, it is expected that all

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						calls, that do not require further investigation, end in a final conclusion (e.g., payment, case creation, dismissal, etc.).
37	5/6/2022	5/20/2022	N/A	N/A	On Form G, what is the purpose of providing the Labor Rates in Tab 4?	Labor Rates are being requested for informational purposes only. In the event that a Change Request is needed in the future, supplied rates will be used.
38	5/6/2022	5/20/2022	Vol. I, 1.5.1 Project Schedule, last 2 rows under "Implementation," page 6	N/A	In the Project Schedule table on p. 6 of Vol I, it lists April 1, 2022 and May 1, 2022 as the dates for "Installation, Testing ..." and "System Acceptance," respectively. Should the year be listed as "2023" in these rows?	This has been revised on the addenda within <i>Volume I, Section 1.5.1. Project Schedule.</i>
39	5/6/2022	5/20/2022	Vol. 1, Exhibit B. Part 2: TECHNICAL PROPOSAL INSTRUCTIONS, D. Technical Requirements, Planned Approaches, p. 45	N/A	"Responses shall be no more than ten (10) pages for each section ..." Question: By "each section," are you referring to K-1 through	Correct. Sections are referred to as K-1, K-2, K-3, and K-4 and, each shall be no more than 10 pages.

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					K-4? If not, please clarify.	
40	5/6/2022	5/20/2022	Form K – Scope of Work, 5.1 General, page 25	N/A	Just to confirm, is the collection agency to perform the requested collection activities under the name of the client (i.e., first-party collections) or under the name of the collection agency (i.e., third-party collections)?	This should be under the agency's name, in case of FDCPA violations, and so debtors know who to contact.
41	5/6/2022	5/20/2022	Collections_Form_G_04222022, Tab 4 - Labor Rates	N/A	As the IFA is requesting labor rates in the pricing sheet, does that suggest that those roles are billable?	No. Labor Rates are being requested for informational purposes only. In the event that a Change Request is needed in the future, supplied rates will be used.
42	5/6/2022	5/20/2022	Form K, Scope of Work, 5.1 General, page 25	N/A	Does the IFA or Joint Board currently use the services of an outside collection agency?	No.

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43	5/6/2022	5/20/2022	Form K, Scope of Work, 5.1 General, page 25	N/A	If the IFA or Joint Board currently uses a collection agency, what is the current contingency fee rate?	N/A
44	5/6/2022	5/20/2022	Form K, Scope of Work, 5.1 General, page 25	N/A	What is the overall historical liquidation rate / recovery rate achieved by any current collection agency being used, if any?	N/A.
45	5/6/2022	5/20/2022	Form K, Scope of Work, 5.1 General, page 25	N/A	If the IFA or Joint Board currently uses a collection agency, in each of the past five fiscal years, what dollar amount did each collection agency retain in fees?	N/A.
46	5/6/2022	5/20/2022	Form K, Scope of Work, 5.1 General, page 25	N/A	If the IFA or Joint Board currently uses a collection agency, and the contract is awarded to a different vendor than currently contracted, will you be recalling the accounts previously listed to the	No.

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					current vendor and forward those accounts to the new vendor?	
47	5/6/2022	5/20/2022	Vol. III – Reference Information Documents, Section 4: Transactional & Account Data, pages 7-11	N/A	If yes, what is the overall volume of those accounts (number of accounts and total dollar value) that you anticipate would be referred for collections?	N/A.
48	5/6/2022	5/20/2022	Form K, Scope of Work, 5.2 Types of Accounts with Unpaid Transactions, p. 25-26	N/A	If applicable, what is the average age of accounts to be forwarded from your current collection agency?	N/A.
49	5/6/2022	5/20/2022	Vol. III – Reference Information Documents, Section 4: Transactional & Account Data, pages 7-11	N/A	On a going forward basis, per month, what is the overall volume of accounts (number of accounts and total dollar value of accounts) that you anticipate referring to the collection agency	While this volume is expected to change monthly, we anticipate that on average we should have a dollar value of around \$3,000,000.00 and 400,000 accounts per month starting around September 2023.

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					awarded as a result of this RFP?	
50	5/6/2022	5/20/2022	Vol. III – Reference Information Documents, Section 4: Transactional & Account Data, pages 7-11	N/A	What is the average balance of the “forward flow” accounts you will refer for collections?	There is no expectation to have any “forward flow” accounts.
51	5/6/2022	5/20/2022	Vol. III – Reference Information Documents, Section 4: Transactional & Account Data, pages 7-11	N/A	What is the age of the oldest accounts you will refer for collections?	Due to all prior Violations being resolved before moving to the new TSP2 system in April 2023, the oldest account (with age based on the oldest outstanding transactions on the account being posted) will be 120 days old. However, transactions referred to Collections on these accounts may be up to 210 days old.
52	5/6/2022	5/20/2022	Vol. I – Instructions to Proposers, Key Procurement Dates, listed on the cover page	N/A	What is the latest date by which you will issue any addendum related to this RFP?	The latest date an addendum will be issued is May 20, 2022

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53	5/6/2022	5/20/2022	Vol. I, Form B-3, page 69 of 94 of the PDF document	N/A	<p>“This form will be used to provide information about any Major Participants (excluding Equity Members that do not fall into categories (a) through (e) of the definition of Major Participants) and any other Contractors that have been identified as of the Proposal Due Date.”</p> <p>Question: In the definition of “Major Participants” in Form K – Scope of Work, there are only categories (a) through (c). We see no categories (d) or (e). Is this correct?</p>	<p><i>Volume I, Form B-3</i> has been corrected to state “(a) through (c).”</p>
54	5/6/2022	5/20/2022	Vol. II – Collections Services Contract, Section 10— Key Performance Indicators Guarantees and Performance Liquidated Damages / first paragraph under Key Performance Liquidated Damages, p. 6 of 27	N/A	<p>“... in the event that the Work fails to comply with Key Performance Indicators as demonstrated by the Monthly Operations and Maintenance Report, the Joint Board and/or Joint Board</p>	<p>After further review, the IFA has determined there is no need for Stipulated Damages and all mentions of Stipulated Damages have been removed from <i>Volume II</i> of the RFP.</p>

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					<p>Representatives shall incur damages that are incapable of accurate measurement... as of the Execution Date, the amounts of Performance Liquidated Damages set forth herein represent a good faith estimate as to a portion only of the potential actual damages that the Joint Board would incur as a result of the failure of the Project to comply with the Key Performance Indicators for which Performance Liquidated Damages are established herein (each a "Guaranteed Key Performance Indicator"), and do not constitute a penalty."</p> <p>Question: Please provide an example of a potential stipulated damages claim that could require Contractor to</p>	

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					compensate the Joint Board.	
55	5/6/2022	5/20/2022	Vol. II – Collections Services Contract, Section 10— Key Performance Indicators Guarantees and Performance Liquidated Damages / Failure to Meet Key Performance Indicators, paragraph (b), p. 7 of 27	N/A	<p>“... if CONTRACTOR becomes obligated to pay Performance Liquidated Damages, such Performance Liquidated Damages shall be due and payable directly to the Joint Board or to such other person as directed by the Joint Board Representatives in writing, without notice or demand, on the tenth day of the following month”</p> <p>Question: Please advise if there is any opportunity to cure?</p>	Please refer to <i>Volume II, 47(A)</i> . In addition, a note has been added to the end of <i>Form K, Section 12.0 Key Performance Indicators (KPI)</i> in association to this.

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56	5/6/2022	5/20/2022	Vol. II – Collections Services Contract, Section 10— Key Performance Indicators Guarantees and Performance Liquidated Damages / Key Performance Stipulated Damages, second paragraph, p. 8 of 27	N/A	<p>“CONTRACTOR shall not be responsible for the payment of Performance Stipulated Damages if (i) CONTRACTOR has wholly compensated the Joint Board for such failure to meet a Key Performance Indicator by payment of any Key Performance Liquidated Damages...”</p> <p>Question: Can you please provide an example of how the Joint Board would be wholly compensation by payment of KP Liquidated Damages such that no Stipulated Damages are triggered?</p>	After further review, the IFA has determined there is no need for Stipulated Damages and all mentions of Stipulated Damages have been removed from <i>Volume II</i> of the RFP.
57	5/6/2022	5/20/2022	Vol. II – Collections Services Contract, Section 10— Key Performance Indicators Guarantees and Performance Liquidated Damages / Amount of Key Performance Stipulated	N/A	“CONTRACTOR further acknowledges and agrees that Performance Stipulated Damages may be owing even though no CONTRACTOR Event	After further review, the IFA has determined there is no need for Stipulated Damages and all mentions of Stipulated Damages have been removed from <i>Volume II</i> of the RFP.

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			Damages, paragraph (c), p. 9 of 27		of Default has occurred.” Question: Can you provide an example of what would trigger this?	
58	5/6/2022	5/20/2022	Vol. II – Collections Services Contract, Section 10— Key Performance Indicators Guarantees and Performance Liquidated Damages / Amount of Key Performance Stipulated Damages, paragraph (d), p. 9 of 27	N/A	“Performance Stipulated Damages payable hereunder are the Joint Board’s sole monetary remedy for CONTRACTOR’s failure to comply with the Guaranteed Key Performance Indicators.” Question: Please better define the relationship between Stipulated and Liquidated damages as both are based on KPIs.	Definitions of Stipulated Damages and Liquidated Damages have been added to <i>Form K, Section 3.0 Definitions.</i>
59	5/6/2022	5/20/2022	Vol. II – Collections Services Contract, Section 10— Key Performance Indicators Guarantees and Performance Liquidated Damages / Cap on Total Performance Liquidated	N/A	“Subject to the provisions of Section 9, CONTRACTOR shall have no monetary liability under this Contract for damages	After further review, the IFA has determined there is no need for Stipulated Damages and all mentions of Stipulated Damages have been removed from <i>Volume II</i> of the RFP.

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			Damages and Performance Stipulated Damages, p. 9 of 27		<p>arising out of an individual failure of the Project to meet the Guaranteed Key Performance Indicators, except (i) if such failure also results in or triggers a separate or additional default or breach of this Contract; (ii) for the Performance Liquidated Damages and the Performance Stipulated Damages, accruing in total up to such capped amount plus any interest due, and (iii) for all reasonable sums the Joint Board incurs to enforce its rights to such damages.”</p> <p>Question: What cap is being referred to, and how is it calculated?</p>	<p>Otherwise, caps are defined in <i>Form K, Section 12.1 Liquidated Damages.</i></p>

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60	5/6/2022	5/20/2022	Vol. I – Instructions to Proposers, F. Project Team / Key Personnel, page 48	N/A	<p>“Three (3) references for each key person must be supplied. References shall be previous owners or clients with which the identified personnel have worked within the past five (5) years and shall include the name, position, company or agency and current postal and email addresses and phone number.”</p> <p>Question: Can you please define “owner” as used in the sentence above?</p>	As stated in <i>Form K, Section 3.0 Definitions</i> , Owner is defined as the JB, the IFA and other States’ Parties.
61	5/6/2022	5/20/2022	Vol. I – Instructions to Proposers, F. Project Team / Key Personnel, page 48	N/A	<p>“Three (3) references for each key person must be supplied. References shall be previous owners or clients with which the identified personnel have worked within the past five (5) years and shall include the name, position, company or</p>	The IFA requests that the Contractor supply the requested references. However, IFA understands that not all key personnel roles are client facing and that limitations of client references are to be expected.

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					<p>agency and current postal and email addresses and phone number.”</p> <p>Question: If all of the key personnel are employees of the prime contractor and not subcontracted, are client references still required in their resumes? Some of the key personnel roles specified in the RFP are not necessarily client facing to be able to provide a client reference.</p>	
62	5/11/2022	5/20/2022	VOLUME I 1.15 TABLE page 6:	Implementation	Please verify the dates for the Implementation section is April and May 2023 (rather than 2022)	This has been revised on the addenda within <i>Volume I, Section 1.5.1. Project Schedule.</i>
63	5/11/2022	5/20/2022	VOLUMEIII page 7	ACCOUNT VOLUME	Can you please confirm that the term “placeable transactions” as used here refers to the volume of accounts to be placed with the	The term Placeable Transactions refers to the volume of Accounts and Transactions eligible to be placed with an outside Collections Agency for

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					outside collection agency for recovery.	recovery. This definition has been added to <i>Form K, Section 3.0 Definitions</i> .
64	5/11/2022	5/20/2022	VOLUMEIII page 7 - 8	ACCOUNT VOLUME	What is the average number of transactions per customer (debtor)? We are trying to determine the average balance owed by an individual customer for all (multiple) charges that they have incurred.	Yes. This information has been added into <i>Volume III, Section 4: Transactional & Account Data, Average Accounts Placeable Per Month from 2018 to 2021 by Monthly Bill Date</i> .
65	5/11/2022	5/20/2022	VOLUMEIII page 10	ACCOUNT VOLUME	Are you able to provide us with the same information as requested about in question #3 for the types of accounts listed on page 10? (Personal, Commercial and Violator accounts)	Yes. This information has been added into <i>Volume III, Section 4: Transactional & Account Data, Average Accounts Placeable Per Month from table 2018 to 2021 Grouped by Monthly Bill Date & Account Type</i> .
66	5/11/2022	5/20/2022	FORM K SCOPE OF WORK page 25	SCOPE OF WORK SECTION 5.1	Are we able to quote a contingency fee rate for the period under which the JB assigns 100% of the placements, and a separate fee rate once the placements are split to be less than 100%	Yes. Additional O&M Rates have been requested for different percentages of placement within <i>Form G</i> and associated updates have been made within <i>Volume I, Section 3.7.2 Price Scoring</i> .

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
					(60% / 40% or some other distribution)?	
67	5/06/2022	5/25/2022	N/A	N/A	We consider our financial statements to be confidential, proprietary, trade secrets of the firm. Would the Authority permit us to upload our financials to a third-party secure website (SmartRoom) for the Authority's authorized reviewers to access and review this information?	If requested to the IFA, the IFA will work with TSA to setup a secured location on BOX for unique proposers to upload their financials for the Authority's authorized reviewers to access and review this information.