

Please reconfirm the due date for this procurement by providing it in response to answers to questions. **Bid until 2:00 pm local time on Thursday, May 11, 2023.**

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? **Compliance with applicable Connecticut and federal law; execution of the Certification form.**

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? **The Town will consider all price proposals from qualified, responsible respondents.**

Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. **Not applicable.**

To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? **Location is not a heavily weighted consideration.**

How are fees currently being billed by any incumbent(s), by category, and at what rates? **Pursuant to Connecticut State Statutes.**

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **None.**

To how many vendors are you seeking to award a contract? **One qualified bidder.**

To what extent are these accounts owed by private consumers versus commercial businesses? **Not applicable.**

What collection attempts are performed or will be performed internally prior to placement? **Tax Collector Demand, Intent to Lien Notice, Final Notice for Payment in Full**

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

What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? **One year.**

What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? **Not applicable.**

What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? **Not applicable.**

What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement? **Not applicable.**

What billing servicer do you utilize? **Quality Data Services**

Have all cases been fully adjudicated by the time of placement? **Not applicable.**

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? **No.**

What is your case management/accounting software system of record? **Not applicable.**

Who is your electronic payment/credit card processing vendor? **Point & Pay.**

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? **This is not an appropriate RFI as it is not pertinent to the services being procured.**

How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred? **Not applicable.**

How do your current processes and/or vendor relationship(s) handle the death of a responsible party? **Not applicable.**

Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future? **No.**

Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims? **Per CT law, the Town's liens for unpaid taxes are liens against the assessed real property and run with the land. No Probate Court claims are necessary.**

Can you please indicate what inbound and outbound contact methods, beyond phone calls or letters (such as email and text), would be permitted by the scope of work? **Email.**