

**ADDENDUM NUMBER ONE**  
**Request for Qualified Contractor (RFQC) #927-14-000002**  
**Debt Collection and Revenue Services- Out-of-State Toll Violations**  
**(GA) State Road and Tollway Authority (“SRTA”)**  
**June 20<sup>th</sup> 2014**

From: Richard Sawyer, SRTA Consultant/Selection Manager  
To: Potential Respondents to RFQC

This Addendum forms a part of the **Request for Qualified Contractors (RFQC) No. 927-14-000002** and modifies the RFQC as described below. SRTA clarifications are underlined. **This Addendum consists of six-(6) pages.**

**I. SRTA Answers to Questions Received From Interested Firms:**

1. *Does the SRTA expect the agency to cover the cost of the toll only or the toll plus the \$25 fee?*  
SRTA expects an upfront payment representing the cost of the toll only. SRTA expects to share in the revenue of the Collection Proceeds as proposed by the selected vendor pursuant to Article IV, Section 2 of the RFQC.
2. *Under Section 2.2 Services there is a statement that a summary of violations can be found in Appendix B. Please provide Appendix B.*  
Violations data has been provided to requesting, viable potential respondents via excel data file as stated in 2.2. There will be no additional Appendix.
3. *What are the anticipated monthly or annual volumes that will be placed? Please provide number of accounts and balance information. Please break down the balance information into toll violations and assessed fees.*  
Refer to excel data file with a truncated set of violation transaction information to determine anticipated volumes and number of “accounts” (in this instance, we assume you are referring to unique license plates). Assessed statutory fees equal \$25.00 per each violation transaction.
4. *What is the average age of the toll violation when the account is placed?*  
SRTA has not pursued out-of-state violations to this point in time, therefore, please refer to the excel data file released pursuant to RFQC Section 2.2 in order to determine the average age of the listed toll violations.
5. *What collection steps does the SRTA take before placing accounts?*  
SRTA has not performed any collection steps on out-of-state violation transactions. It is SRTA’s intent to provide the selected vendor, SRTA’s full out-of-state violation transactions and related transaction data on a monthly basis without SRTA undertaking any collection steps before placing out of state violations with the Service Provider.
6. *Does the SRTA currently use the services of an out-side agency?*  
There is no current contract for collection of out of state violations.
7. *Has the current contract gone full term?*  
See answer to #6.
8. *To how many vendors are you seeking to award a contract?*  
SRTA is seeking to award the scope under this procurement to a single service provider.
9. *What collection attempts are performed or will be performed internally prior to placement?*

SRTA does not intend to perform any internal collection attempts prior to placing out of state violation transactions with the selected Service Provider for them to engage in collection activity.

10. *What is the total dollar value of accounts available for placement now by category, including any backlog?*  
Please review the excel data file released pursuant to RFQC Section 2.2 in order to calculate these dollar value for yourself.
11. *What is the total number of accounts available for placement now by category, including any backlog?*  
See response to Question # 10 above.
12. *What is the average balance of accounts by category?*  
See response to Question # 10 above.
13. *What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?*  
Refer to the excel data file with a truncated set of violation transaction information.
14. *What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?*  
Please refer to the excel data file released pursuant to RFQC Section 2.2 to estimate potential volume of violations.
15. *What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?*  
Please refer to the excel data file released pursuant to RFQC Section 2.2 to estimate potential volume of violations.
16. *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?*  
SRTA has never contracted for collections of out of state violators. SRTA expects Offerors selected as finalists to indicate their anticipated rate of return or liquidation.
17. *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?*  
SRTA has never contracted for collections of out of state violators. Backlog, as described in the RFQC, that is held by SRTA will be provided to Service Provider.
18. *Is this procurement invitation only?*  
No. This Procurement was advertised as an open market solicitation on the Georgia Procurement Registry and posted on the SRTA website as an RFQC opportunity.
19. *Are companies who did not respond to the RFI eligible to respond to the RFQC?*  
Yes.
20. *Can SRTA provide a law enforcement agency ORI number to be used for NLETS and DMV look-up?*  
No, SRTA does not have a law enforcement agency ORI number.
21. *What is the number of out-of-state violations to be submitted in the legacy pool from: Georgia 400? From I-85?*  
Please refer to the excel data file released pursuant to RFQC Section 2.2 to determine potential volume of violations.
22. *What is the monthly number of out-of-state violations on I-85?*  
Please refer to the excel data file released pursuant to RFQC Section 2.2 to estimate potential volume of violations.
23. *What is the average toll amount owed from the out-of-state violations for I-85?*

Please refer to the excel data file released pursuant to RFQC Section 2.2 to estimate average toll amount associated with the violations.

24. *Regarding 32-10-64(C) (1): "If the authority finds multiple failures by a registered owner of a vehicle to pay the proper toll and administrative fee after notice thereof and within the time designated in such notice, the authority may refer the matter to the Office of State Administration Hearings." -- What is SRTA's policy or interpretation of amount of time?*  
A minimum of 30 days after the date of the final demand notice.
25. *What are the scheduling mechanics for a Hearing and the amount of time to schedule a Hearing?*  
Currently, SRTA does not anticipate taking out of state violators to a hearing since only the suspension of Georgia registrations can be enforced. However, definitive answers to this and related questions will be provided to finalist(s).
26. *Are all Hearings scheduled by SRTA?*  
See answer to #25.
27. *Who presides over the Hearing?*  
See answer to #25.
28. *Does SRTA regularly schedule Hearings?*  
See answer to #25.
29. *When are the Hearings held?*  
See answer to #25.
30. *Is the Hearing's official a state appointed Judge?*  
See answer to #25.
31. *Is there a limitation to the number of violators that can be brought to the Hearings each month?*  
There is no statutory limit; however, currently there is an operational limit of 40 new cases per month. SRTA is willing to work with the selected vendor and the Department of Law to consider expansion of this monthly limit.
32. *Is there a time limitation to bringing a violator before a Hearing?*  
See answer to #25.
33. *Who determines the amount of the civil monetary penalty?*  
See answer to #25.
34. *Have the penalties less than \$70.00 been previously levied?*  
See answer to #25.
35. *Can motor vehicle suspension be applied to all motor vehicle registrations owned by the offending registered owner?*  
See answer to #25.
36. *As a matter of SRTA policy or statute, is there a minimum number of violations and/or delinquency period required before motor vehicle registration suspension occurs?*  
See answer to #25.
37. *What are mechanics for requesting suspension of motor vehicle registration?*  
See answer to #25.
38. *Have previous SRTA toll violators motor vehicle registration been suspended in the past?*  
See answer to #25.
39. *Regarding 32-10-64(g): "(g) Any law enforcement officer shall have the authority to issue citations for toll evasions if such officer is a witness to any of the following violations: (1) A person forcibly or fraudulently passes a toll collection device without payment or refuses to pay, evades, or attempts to*

evade the payment of tolls;" -- Does the officer review of photographic evidence of the toll violation meet the legal definition of "witness"?

O.C.G.A. §32-10-64(c)(1) only requires that the nonpayment of the toll be evidenced by video or electronic recording. This provision does not require a law enforcement officer to review the evidence.

40. *Specimen Contract: Can the contract be provided now, for review by prospective bidders? If there are terms which we would ask to be materially changed, which would result in disqualification, we would like to address this issue now, before we submit a proposal. NOTE: We cannot answer Exhibit D Question 2 without reviewing the proposed contract prior to bid submission.*

Exhibit D, question 2 will now only be requested from finalist(s). A specimen contract will be provided to those Offerors deemed Finalists. Vendor disagreement with contract terms will not result in an automatic disqualification; but may be grounds for negotiations to conclude at any time if SRTA determines that terms acceptable to SRTA are not likely to be reached.

41. *Attachment I – Detailed Envisioned Service Requirements*

a. *IV Payments to SRTA,*

*1.c. Exclusions for the base toll amount to be paid to SRTA from the Service Provider:*

*i. Keying error - this section implies that the Service Provider will provide the image review function for out-of-state plates assigned to determine keying errors. Can you please provide a detailed description of the process you envision?*

The process is the responsibility of the selected vendor and will be part of their response after the RFQC process has concluded.

*2. Collection Proceeds b. (exclude) the actual cost of the address look-up of any license plate removed by SRTA: If the Service Provider can prove that the cost of the registration look-up and address correction exceeds the maximum cost reimbursement of \$1.00, will SRTA consider reimbursement of actual cost?*

No, SRTA will only pay the actual cost up to \$1.00.

b. *V. Support Services*

d. *Returning to SRTA the address information.*

a. *Will SRTA retain the out-of-state information acquired and provided by Service Provider for its own billing of future violations incurred by the same plate(s)?*

These violators will continue to be provided to the Service Provider, unless such violators become Peach Pass account holders or Electronic Toll Collection account holders of another toll system that is interoperable with SRTA's system. SRTA will use the information provided by Vendor to determine if the address (es) matches any active Peach Pass accounts, so as to reduce the chance of sending an erroneous violation notice.

42. *Will the selected vendor be permitted to use SRTA's ORI for license plate retrieval purposes?*  
SRTA does not have a law enforcement agency ORI number.

43. *For notices the selected vendor sends on SRTA's letterhead, will SRTA's call center number or the vendor's be utilized?*

Vendor's contact information will be used.

44. *What types of internal collection efforts have been made on these accounts prior to placement with an agency?*

None.

45. *Were admin fees included?*

See answer to #44.

46. *How enforceable is the \$25/violation admin fee? Supported by law?*  
The administrative fee is statutory. See O.C.G.A. §32-10-64 (c)(1).
47. *Are tolls being charged at the PeachPass rate or varied rates to include "express" rates?*  
Tolls on GA 400 were a static \$0.50. Tolls on I-85 are dynamically priced and therefore the toll amount is variable.
48. *What have been the historical recovery rates? If none exist for out-of-state, can you provide recovery results for in-state?*  
No historical recovery rates exist for out-of-state violations and there is no basis to calculate one since such violations have not been actively pursued. Presently, historical recovery rates have not been measured by SRTA.
49. *How often will SRTA place accounts with the contractor?*  
The process and frequency of how future violations will be transmitted to the selected vendor will be finalized during the selection and contract award stages of this procurement. That being said, SRTA assumes it will place transactions monthly, unless otherwise agreed to by the parties.
50. *Does SRTA have any specific reporting requirements?*  
The reporting requirements will be finalized during selection and contract award stages of this procurement.
51. *What is SRTA's desired "go-live" date?*  
SRTA is interested in going live in this calendar year. The specific date will be determined by mutual agreement of SRTA and the selected vendor.
52. *Is the 2 year period to work the account flexible? What if accounts are on payment plans that cross the 2 year threshold?*  
This can be discussed during the selection and contract award stages of this procurement.
53. *What actions would SRTA take if an out-of-state toll violator called SRTA directly vs. calling us?*  
SRTA intends to refer all such callers to the selected vendor as per an agreed and approved process.
54. *Are there any legal remedies that SRTA or the state of Georgia can or will pursue for unpaid tolls and fees?*  
At this time, Offeror should not expect SRTA to pursue any remedies for out of state violators other than to forward such violations to Service Provider for collection and possibly pursue an administrative proceeding in front of the Office of State Administrative Hearings.
55. *Would SRTA forward a file (5,000 accts.) for review prior to the proposal submission deadline?*  
Pursuant to RFQC Section 2.2, SRTA intends to share additional specific transactions data with Offerors deemed Finalists and may also grant access to the full violation data file (including violation location information, transaction IDs, images, etc.).
56. *Would SRTA provide 2014 actual and projected monthly submission statistics?*  
Yes, please refer to the excel data file released pursuant to RFQC Section 2.2.
57. *Regarding Exhibit A, please define subcontractors? Is the SRTA referring to the subcontracting of other agencies to perform collections or the use of vendors to support collection efforts (scrub, mail, phone maintenance, etc.)?*  
"Subcontractor" means a person or entity having privity of contract with a contractor, subcontractor, or sub-subcontractor and includes a contract employee or staffing agency. Please refer to O.C.G.A. §§ 13-10-90 and O.C.G.A. §§ 13-10-91 when completing this form.
58. *Is the profit sharing based on aggregate of the batch or on individual accounts?*  
While SRTA anticipates profit sharing on the aggregate of the batch, Offeror may offer a different solution as allowed Article IV, Section 2 of the RFQC.

**END OF ADDENDUM #1**