

Tom Green County



113 W. Beauregard Ave.
San Angelo, Texas 76903
325-659-6500/Fax 325-659-5441

RFP 19-028 Tom Green County Court Fine and Fee Collection Services

06/21/2019

ADDENDUM NO 1: Notice to Proposers

Has the current contract gone full term?

TGC Response: There is not a current contract in place.

Have all options to extend the current contract been exercised?

TGC Response: There is not a current contract in place.

Who is the incumbent, and how long has the incumbent been providing the requested services?

TGC Response: There is not a current contract in place.

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

TGC Response: There is not a current contract in place.

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

TGC Response: There is not a current contract in place, no fees have been collected during these time periods.

What collection attempts are performed or will be performed internally prior to placement?

TGC Response: There are different processes for different offices, so include: TGC calls clients, mails letters at specific date intervals, searches addresses, utilizes relatives, vehicle searches to trace the correct address to mail correspondence. Justice of Peace we stop case work if no contact, as the JP we move forward as they see fit. We perform annual campaigns on those cases with some luck as new information is located.

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?

TGC Response: There is not a current contract in place.

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

TGC Response: RFP page 8. Tyler Odyssey and NETData

Who is your electronic payment/credit card processing vendor?

TGC Response: Certified Payments and PACE

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

TGC Response: TGC conducts Death Date Base Search and notify the respective Court.

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

TGC Response: TGC conducts Death Date Base Search and notifies the respective Court.

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

TGC RESPONSE: There is not a current process in place.

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

TGC Response: No

Will the County continue to use both software programs, Odyssey and NET Data, simultaneously or are there plans to move to one software program?

TGC Response: TGC will continue utilizing both software programs.

Additional information in regards to collectable values:

There is an estimated 11 million dollars in court costs receivable in our software system for the preceding 10 year period. A number of these accounts could currently be on a payment plan. Only accounts selected by the related office will be turned over for collection services.

No other addenda will be issued.

Please include this signed addendum with your Response.

Very Cordially,



Michelle Ferguson

Company

Date

Signature

Please Print Name and Title