

**AMENDMENT 2**

**REQUEST FOR PROPOSALS  
UOG RFP No. P22-04**

Date Issued: February 11, 2022

**“COLLECTION SERVICES PROVIDER”**

This is to notify all prospective offerors of the following amendment set forth below:

**1.1 REPLACE 2<sup>nd</sup> page of RFP and p.5 with corrected forms as set forth in the attached.**

**1.2 Question & Answer Sheet 1 as set forth in the attached.**

All other terms and conditions remain the same.



Emily G. Gumataotao  
Supply Management Administrator

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Please acknowledge receipt and return by email to [uog.bids@triton.uog.edu](mailto:uog.bids@triton.uog.edu):

Name of company: \_\_\_\_\_

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Print Name/Signature/date

**REQUEST FOR PROPOSAL No. UOG-RFP-P22-04**

**COLLECTION SERVICES PROVIDER**

Request for Proposal (RFP) packages may be obtained at University of Guam's Procurement Office, in Mangilao, Guam anytime from Monday through Friday, excluding holidays between 8:00 a.m. and 5:00 p.m. In accordance with 5 G.C.A. §5220(a), a digital copy of this solicitation shall be posted on UOG's website at <https://www.uog.edu/procurement/> . No fees shall be assessed to potential Offerors or other parties for accessing or downloading a copy of this solicitation from UOG's website. Potential Offerors who access or download a copy of this solicitation from UOG's website must register their contact information with UOG to ensure that they receive any notices regarding any changes or updates to this solicitation. In accordance with 5 G.C.A. §5220(b), UOG shall not be liable for failure to provide notice to any party who accesses or downloads a copy of this solicitation from UOG's website and who fails to register their contact information with UOG as required herein. In accordance with 5 G.C.A. §5220(c), potential Offeror's may also obtain a hard-copy of this solicitation by paying a non-refundable fee of twenty-five U.S. dollars (\$ 25.00) for each RFP packet (hard copy or CD disc). However, interested parties may review the free copy of the RFP at UOG's Procurement Office prior to purchasing the RFP. All payments shall be by cash, certified check or money order and shall be made payable to the University of Guam. Potential Offerors who pay the aforementioned fee shall have their contact information registered with UOG at the time they make the payment and receive the RFP packet. **Deadline for submission of all proposals is 4:00 p.m. Chamorro Standard Time (Guam Time), February 16, 2022.** All proposals must be submitted electronically to the UOG Procurement Share folder link and one (1) original delivered before the deadline date and time to the UOG Procurement Office.

University of Guam, reserves the right to reject any or all proposals, solicit new proposals, waive minor informalities or irregularities or award the architectural and engineering services in whole or in part.

All questions regarding the proposal should be made in writing and directed to the Procurement Office via email at [uog.bids@triton.uog.edu](mailto:uog.bids@triton.uog.edu).

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Thomas W. Krise, Ph.D.  
President

## **VII. GENERAL TERMS AND CONDITIONS**

### **1. AUTHORITY**

This Request for Proposal (RFP) solicitation is issued subject to all the provisions of the Guam Procurement Act and the Guam Procurement Regulations. The RFP requires all parties involved in the preparation, negotiation, performance, or administration of contracts to act in good faith.

### **2. GENERAL INTENTION**

Unless otherwise specified, it is the declared and acknowledged intention and meaning of these General Terms and Conditions for the offeror to provide University of Guam with specified services

### **3. PROPOSALS**

The offeror is required to read each and every page of the University of Guam's Request for Proposal and by the act of submitting a proposal shall be deemed to have accepted all conditions contained therein. In no case will failure to inspect constitute grounds for a claim or for the withdrawal of a proposal after opening. Proposals shall be filled out (typewritten) and signed in ink. Erasures or other changes in a proposal must be explained or noted over the signature of the offeror. Proposals containing any conditions, omissions, unexplained erasures or alternations or items not called for in the Proposal, or irregularities of any kind may be rejected by the University as being incomplete.

### **4. EXPLANATION TO OFFERORS**

No oral explanation in regard to the meaning of the specification will be made and no oral instructions will be given before the award of the proposal. Discrepancies, omissions, or doubts as to the meaning of the specifications should be communicated in writing to the named contact individual of the requesting agency/department for interpretation. Offerors should act promptly and allow sufficient time for a reply to reach them before submission of their proposals. Interpretation, if required, shall be made in the form of an amendment to the RFP, which will be forward to all prospective offerors, and its receipt by the offeror should be acknowledged on the proposal form. If you have any questions regarding this RFP, please contact:

**Mrs. Emily Gumataotao**  
**Supply Management Administrator**  
**Phone: 735-2925**  
**Fax: 735-3010**  
**Email: [uog.bids@triton.uog.edu](mailto:uog.bids@triton.uog.edu)**

### **5. RECEIPT AND OPENING OF PROPOSALS**

- a. Receipt of Proposals.** Proposals shall be submitted electronically. One electronic copy of the proposal due to the UOG Procurement Office's sharefolder link no later than the time and date specified in the RFP timetable. Electronic files containing the proposal shall be clearly marked "Proposal UOG-RFP-P22-04." Concurrently, one copy of a price proposal shall be submitted in a separate password protected PDF file named "Price Proposal UOG--RFP-P22-04." UOG will notify the best qualified offeror to send an email containing the password for "Price Proposal UOG--RFP-P22-04" to [uog.bids@triton.uog.edu](mailto:uog.bids@triton.uog.edu) to begin negotiations. Deadline for submission of proposals is February 16, 2022, at 4:00 p.m., to the UOG Procurement Office via the electronic sharefolder link provided to the registered and paid offeror. One (1) original of the proposal shall be hand carried and received at the place of opening on or before the opening date and time. Proposals received through the mail will not be accepted if such mail is received at the

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**COLLECTION SERVICES PROVIDER**

**QUESTION & ANSWER SHEET NO. 1**  
**February 11, 2022**

*In response to the written "Questions" and/or 'Request for Clarifications' UOG received as of **02/02/2022 @2:11 AM**, from vendor: **Coast Professional, Inc***

**Question 1:** Does the University add collection costs to non-federal debt? If so, will the University please provide the statutory provision that allows it based on limitations indicated in 14 Guam Code Ann. §§2414 and 2401?

**Answer:** **UOG confirms that collection costs are added to non-federal debt. There is a 4-year statutory provision as a government institution.**

**Question 2:** Who is the University's current vendor

**Answer:** **UOG confirms that its current vendor is Guam Marianas Collection Agency**

**Question 3:** Can the University please provide its current rates with its current vendor?

**Answer:** **UOG confirms that its current rates with its current vendor is 25% on all accounts regardless of amount.**

**Question 4:** What is the University's preferred format for pricing?

**Answer:** **UOG confirms that its preferred format for pricing is to be invoiced quarterly.**

**Question 5:** Can the University please provide the current backlog of dollars/volume of accounts to be placed for collection?

**Answer:** **UOG confirms that its current backlog of dollars is roughly six (6) million and its volume of accounts is at an estimated three thousand (3,000).**

**Question: 6** Can the University please provide the current liquidation rate for each type of debt that the University plans to place with a new vendor.

**Answer:** **UOG confirms that its current liquidation rate for each type of debt is 64%.**

**Question: 7** Can the University please provide the average balance for accounts currently past due?

**Answer:** **UOG confirms that the average balance for accounts currently past due is two thousand one hundred (\$2,100).**

**Question 8:** How many contracts does the University intend to award?

**Answer:** **UOG confirms that it intends to award a single contract.**

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*In response to the written "Questions" and/or 'Request for Clarifications' UOG received as of **02/04/2022 @10:54PM**, from vendor: **Net Gain Marketing, Inc***

**Question 9:** What is the date by which you will answer these questions?

**Answer:** **UOG confirms that all questions will be answered by Friday, February 11th.**

**Question 10:** Why has this bid been released at this time?]

**Answer:** **UOG confirms that the bid has been released at this time because the current contract has gone full term.**

**Question 11:** Is there a deadline for questions?

**Answer:** **UOG confirms deadline for questions are 10 days before bid submission deadline date.**

**Question 12:** 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?

**Answer:** **Refer to Section V. RFP Submittal Requirements, Item #1, b. Priced/Cost Proposals; Fee Schedule.**

**Question 13:** Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

**Answer:** **UOG confirms that it is satisfied with its current vendor.**

**Question 14:** Has the current contract gone full term?

**Answer:** **UOG confirms that the current contract has gone full term.**

**Question 15:** Have all options to extend the current contract been exercised?

**Answer:** **UOG confirms that yes, all options to extend current contract have been exercised.**

**Question 16:** Who is the incumbent, and how long has the incumbent been providing the requested services?

**Answer:** **UOG confirms that Guam Marianas Collection Agency has been the incumbent for ten (10 years).**

**Question 17:** To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

**Answer:** **Refer to part VII. General Terms & Conditions, Item #26 Applicability of Guam and Federal Procurement Law.**

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*1.7. LOCAL PROCUREMENT PREFERENCE (GSA Section 1-104/GCA Section 5008). All procurement of supplies and services shall be made from among businesses licensed to do business on Guam and that maintain an office or other facility on Guam, whenever a business that is willing to be a contractor is: 1. A licensed bona fide manufacturing business that adds at least twenty-five percent (25%) of the value of an item, not to include administrative overhead, using workers who are U.S. Citizens or lawfully admitted permanent residents or nationals of the United States, or persons who are lawfully admitted to the United States to work, based on their former citizenship in the Trust Territory of the Pacific Islands; 2. A business that regularly carries an inventory for regular immediate sale of at least fifty percent (50%) of the items of supplies to be procured; 3. A business that has a bona fide retail or wholesale business location that regularly carries an inventory on Guam of a value of at least one half of the value of the bid or one hundred fifty thousand dollars (\$150,000), whichever is less, of supplies and items of a similar nature to those being sought; or 4. A service business actually in business, doing a substantial portion of its business on Guam, and hiring at least ninety-five percent (95%) U.S. Citizens, lawfully admitted permanent residents or nationals of the United States, or persons who are lawfully admitted to the United States to work, based on their citizenship in any of the nations previously comprising the Trust Territory of the Pacific Islands. Page1-3 Procurement of supplies and services from off-Guam may be made if no local agent for such supplies or services may be found on Guam or if the total cost F.O.B. job-site, unloaded, of procurement from off-island is not greater than eighty-five percent (85%) of the total cost F.O.B. job-site, unloaded, of the same supplies or services when procured from a local source. Justification for off-island procurement, must be submitted in writing to the President or his designee.*

**Question 18:** How are fees currently being billed by any incumbent(s), by category, and at what rates?

**Answer:** UOG confirms that fees are currently being billed quarterly with a 25% collection fee on all accounts.

**Question 19:** What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

**Answer:** UOG confirms the estimated dollars paid last month to the incumbent was sixty thousand, six hundred dollars (\$60,600).

**Question 20:** What is the average balance of accounts by category?

**Answer:** UOG confirms that the average balance of accounts by category is two thousand, one hundred dollars (\$2,100).

**Question 21:** What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

**Answer:** UOG confirms that the average age of accounts at placement by category is 90 days on a going-forward basis)

**Question 22:** What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

**Answer:** UOG confirms that the quarterly number of accounts expected to be placed with the vendor is estimated at two hundred (200).

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**Question 23:** What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

**Answer:** **UOG confirms that the quarterly dollar value of accounts expected to be placed with the vendors is estimated to be three hundred thousand (\$300,000).**

**Question 24:** 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?

**Answer:** **UOG estimates that the historical liquidation rate of 64% was provided by an incumbent.**

**Question 25:** What billing servicer do you utilize?

**Answer:** **UOG confirms that it has its own internal billing department.**

**Question 26:** Have all cases been fully adjudicated by the time of placement?

**Answer:** **UOG confirms that all cases have been fully adjudicated.**

**Question 27:** 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?

**Answer:** **UOG confirms that yes, accounts held by an incumbent will be moved to any new vendor as a one-time placement.**

**Question 28:** What is your case management/accounting software system of record?

**Answer:** **UOG confirms that it uses Colleague by Ellucian.**

**Question 29:** Who is your electronic payment/credit card processing vendor?

**Answer:** **UOG confirms that its electronic payment/credit card vendor is Transact Integrated Payment Solutions.**

**Question 30:** 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?

**Answer:** **UOG confirms that contact outside of the contract may be referred to the Comptroller and Associate Comptroller.**

**Question 31:** How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

**Answer:** **UOG confirms that they determine if the death of a responsible party has occurred by verifying a copy of an obituary or death certificate.**

**Question 32:** How do your current processes and/or vendor relationship(s) handle the death of a responsible party?

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**Answer:** UOG confirms that the death of a responsible party is written-off if there is no additional co-signer identified on the account.

**Question 33:** Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?

**Answer:** UOG confirms proof of death and account is written-off if there is no additional co-signer.

**Question 34:** Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

**Answer:** UOG confirms that it does not search and file probated claims.

**Question 35:** To how many vendors are you seeking to award a contract?

**Answer:** UOG confirm that it is seeking to award a single contract.

**Question 36:** To what extent are these accounts owed by private consumers versus commercial businesses?

**Answer:** UOG confirms that more than 99% of its accounts are owed by private consumers versus commercial businesses.

**Question 37:** Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also?

**Answer:** UOG confirms that accounts will consist of primary placements, not having been serviced by any other outside collection agency.

**Question 38:** What collection attempts are performed or will be performed internally prior to placement?

**Answer:** UOG confirms that a series of Student Statement of Accounts are mailed out indicating a 90- day payment deadline prior to placement.

**Question 39:** Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

**Answer:** UOG confirms that the selected vendor will be allowed to litigate balances exceeding a certain dollar amount with UOG's approval.

**Question 40:** What is the total dollar value of accounts available for placement now by category, including any backlog?

**Answer:** UOG confirms that its total dollar value of accounts available for placement by category to include any backlog is estimated at six million dollars (\$6,000,000)

**Question 41:** What is the total number of accounts available for placement now by category, including any backlog?

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**Answer:** UOG confirms that the total number of accounts available for placement now by category to include any backlog is estimated at three thousand (3,000).

**Question 42:** Can you please clarify whether or not each vendor needs to register and pay for the documents before submitting a bid?

**Answer:** Refer to Amendment 2; second page of RFP.

**Question 43:** Can you please clarify how proposals are to be submitted? Parts of the RFP document indicate that vendors will receive a link to a shared folder and other parts indicate to email the proposal.

**Answer:** Refer to Amendment 2. UOG confirms proposals are to be submitted on or before submission deadline to UOG procurement office share folder link. UOG procurement office will send link to share point folder one day before bid submission deadline to all registered offerors.

*In response to the written "Questions" and/or "Request for Clarifications" UOG received as of 02/05/2022 @12:14AM, from vendor: **Windham Professionals, Inc***

**Question 44:** Can you tell me approximately how many accounts you anticipate turning over for collections? Also, the average balance of the accounts along with age would be very helpful?

**Answer:** UOG confirms that it has approximately three thousand (3,000) accounts anticipated to turn over for collections. The average balance of the accounts is two thousand one hundred (\$2,100). The average age of the accounts is around 90 days.