



REQUEST FOR PROPOSALS ("RFP")
Debt Collections and Revenue Services
for
Out-of-State Toll Violations

Submit Response To:

Attn: Deirdre Johnson
RFP Number 92700-14-00002
State Road and Tollway Authority
47 Trinity Avenue
4th Floor
Atlanta, GA 30334

All spaces below are to be filled in and this sheet must be incorporated within as the first page of the response to this Request for Proposals (RFP).

Firm Name: _____
Contact Name: _____
Address: _____

Telephone: _____ Facsimile: _____
E-mail: _____

By my signature below, I certify that I am authorized to sign this proposal for the firm named above. I further certify that this proposal is made without prior understanding, agreement, or connection with any other company or person submitting a separate proposal for the same services, and is in all respects fair and without collusion or fraud. I further certify that the provisions of OCGA §§45-10-20 et seq. have not been violated and will not be violated in any respect. This offer shall remain open for acceptance for 90 days from the Amended Proposal Due Date. On behalf of the firm named above, I further certify that such firm has and will abide by all conditions set forth in this RFP.

Signature _____

Name and Title _____

Date _____

Refer ALL Inquiries to: **Deirdre Johnson, C.P.M., CPPO, CPPB**
SRTA Issuing Officer
procurement@georgiatolls.com
Only email inquiries accepted



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1 Introduction

1.1 SRTA Overview

The State Road and Tollway Authority (SRTA) is a state-level, independent Authority created by the Georgia General Assembly to operate tolled transportation facilities within the State and act as the transportation financing arm for the State. Currently SRTA manages the I-85 Express Lanes for motorists that choose to use them. The GA 400 facility has all-electronic toll lanes as well as cash toll collections. The all-electronic toll lanes on GA 400 and the I-85 Express Lanes require motorists to register and mount their Peach Pass transponder in their vehicle before using the roadway. The Peach Pass transponder electronically deducts the proper toll amount from the customer's account.

The Peach Pass transponder will also be used on future toll projects in Georgia. Below is a listing of SRTA's current tolling projects:

- **I-85 Express Lane Extension Project.** The I-85 Express Lane Extension project will include newly constructed express lanes. The project, approximately 10 miles in length and located entirely within Gwinnett County, would begin north of the existing high occupancy toll lanes on I-85 at Old Peachtree Road and would end at Hamilton Mill Road. South of I-985, the project proposes to add the new capacity lanes along I-85 outside of the existing eight-lane mainline. North of I-985, the new capacity lanes would be constructed on the inside shoulder along the four-lane section of I-85.
- **I-75 Northwest Corridor (NWC) Managed Lanes Project.** The 29.7-mile NWC Managed Lanes Project will involve the addition of reversible Express Lanes along I-75 and I-575 in Cobb and Cherokee Counties. The Project will include two lanes on the outside of the existing General Purpose Lanes along I-75, between I-285 and I-575. The two reversible tolled Express Lanes will consist of a mix of roadway at-grade, on walls, and elevated highway. In addition, one reversible tolled Express Lane will be added along I-75 between I-575 and Hickory Grove Road, as well as along I-575 to Sixes Road. These lanes will be at-grade and located in the median along the inside of the existing General Purpose lanes. Access to the Express Lanes will be provided by Express Lanes interchanges on I-75 and slip ramps on I-575. Reversible ramps providing connection to and from I-285 general purpose lanes are also part of the proposed improvements.
- **I-75 South Managed Lanes Project.** The I-75 South Managed Lanes Project will include reversible barrier-separated Express lanes along southbound I-75 and I-675 in Henry and Clayton Counties. The Project's Express Lanes system will begin at the I-75 Bridge over SR 155/McDonough Road and will consist of one reversible Express lane. Approximately 1-mile south of Mt. Carmel Road, the reversible Express Lane will transition from one to two reversible Express Lanes. Two reversible Express Lanes continue along I-75, ending just south of the I-75 southbound ramp from SR 138/Stockbridge Highway. From the I-75/I-675 Interchange, the Express Lanes continue along I-675 and end at SR 138/Stockbridge Highway. The Express lanes will be variably/dynamically tolled.

Pursuant to section 32-10-90 and 32-10-90.1 of the Authority Act, SRTA has the ability to issue and



manage Revenue and Grant Anticipation Revenue Vehicle (GARVEE) bonds for the purpose of funding transportation projects for the State of Georgia. The Authority has issued bonds for transportation projects which have been constructed and owned by GDOT. After the bonds are issued, SRTA coordinates with GDOT and the bond trustee to ensure: (1) the timely spend-down of bond proceeds; (2) motor fuel and federal revenues are collected and remitted to the trustee to meet debt service payments; and, (3) other bond management responsibilities are met.

In addition, SRTA manages the Georgia Transportation Infrastructure Bank (GTIB). In April 2008, House Bill 1019 was signed into law establishing the GTIB within SRTA. The GTIB is a revolving infrastructure investment fund which operates similar to a bank. SRTA is responsible for administering loans and grants to eligible state, regional, and local government entities to fund eligible projects for specific programs related to transportation.

1.2 Project Background

[Insert description of project background and needs identification for SRTA out-of-state toll violation collections]

1.3 Purpose and Objectives

The primary purpose of this procurement is to secure a contract with a qualified collection agency to achieve maximum recovery of debts owed to SRTA from toll violators outside. Collection agency services must be performed in compliance with all relevant federal and state laws, regulations, and rules.

1.4 RFP Certification

SRTA certifies that the use of competitive sealed bidding will not be practicable or advantageous to the State of Georgia in completing this acquisition; therefore, an RFP is being used.

1.5 Overview of the RFP Process

The objective of the RFP is to select a contractor to provide the services outlined in this RFP. This RFP process will be conducted to gather and evaluate responses from Offerors for potential award. Offerors are invited to participate by submitting responses, as further defined below. After evaluating all proposals received prior to the closing date and time of this RFP, the preliminary results of the RFP process will be publicly announced, including the names of all participating Offerors and the evaluation results. Subject to the protest process, final Contract award(s) will be publicly announced thereafter.

1.6 Schedule of Events

The schedule of events set out herein represents SRTA's best estimate of the schedule that will be followed. However, delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule, such as the close date, is delayed, the rest of the schedule may be shifted as appropriate and at SRTA's discretion. Any changes to the dates up to the



closing date of the RFP will be communicated to Offerors prior to the closing date of this RFP. After the close of the RFP, SRTA reserves the right to adjust the remainder of the proposed dates, including the dates for evaluation, award and the Contract term on an as needed basis with or without notice.

Event	Date	Time
RFP Issued		
Deadline for submitting written questions regarding the RFP and Contract		
Deadline for Responses to Written Questions		
Proposals Due/Close Date and Time		
Oral Interviews		
Notice of Intent to Award [NOIA] (on or about)		
Notice of Award [NOA] (on or about)		

1.7 Official Issuing Officer

Deirdre Johnson, C.P.M., CPPO

State Road and Tollway Authority

procurement@georgiatolls.com

1.8 Contract Term

The initial term of the Contract, **Appendix ?**, is from the effective date through June 30, **20XX**. SRTA shall have **five (5) renewal options of up to one (1) year each** for the services, which options shall be exercisable at the sole discretion of SRTA. Renewal will be accomplished through the issuance of a Contract Amendment. In the event that the Contract, if any, resulting from the award of this RFP shall terminate or be likely to terminate prior to the making of an award for a new Contract for the identified products and/or services, SRTA may, with the written consent of the awarded contractor, extend the Contract for such period of time as may be necessary to permit SRTA’s continued supply of the identified products and/or services. Additional renewals can be issued. Unless this RFP explicitly states otherwise, the resulting award of the Contract does not guarantee volume or a commitment of funds.

2 Instructions to Offerors



By submitting a response to the RFP, the Offeror is acknowledging that the Offeror:

- Has read the information and instructions
- Agrees to comply with the information and instructions contained herein

2.1 General Information and Instructions

2.1.1 Restrictions on Communicating with Staff

From the issue date of this RFP until the final award is announced, Offerors are not allowed to communicate for any reason with any SRTA staff except through the Issuing Officer named herein, or during the Offerors' conference (if any), or as defined in this RFP or as provided by existing work agreement(s). Prohibited communication includes all contact or interaction, including but not limited to telephonic communications, e-mails, faxes, letters, or personal meetings, such as lunch, entertainment, or otherwise. SRTA reserves the right to reject the Proposal of any Offeror violating this provision.

2.1.2 Submitting Questions

All questions concerning this eRFP must be submitted in writing via email to the Issuing Officer identified in **Section 1.7** "Issuing Officer" of this eRFP. No questions other than written will be accepted. No response other than written will be binding upon the State. All suppliers must submit questions by the deadline identified in the Schedule of Events for submitting questions. Suppliers are cautioned that the State Entity may or may not elect to entertain late questions or questions submitted by any other method than as directed by this section. All questions about this eRFP must be submitted in the following format:

Company Name
Question #1, Question statement, *Citation of relevant section of the RFP*
Question #2, Question statement, *Citation of relevant section of the RFP*

2.1.3 Contract Questions, Clarifications and Recommendations

All costs associated with complying with the requirements of the final Contract should be included in any pricing quoted by the Offerors.

Please review SRTA's attached Contract terms and conditions (Appendix H) and submit any and all questions, clarifications and recommendations to the Issuing Officer by the deadline date/time specified in Section 1.6. Exceptions should be submitted in Microsoft Word and each exception should be numbered in numeric sequence and in the following format:

- Contract Provision, Section Number, Title and current wording

- Reason for Exception, citing law and/or business reasons
- Proposed Language

Requests that materially change the terms or the requirements of the RFP as determined by SRTA, in its sole discretion, will be rejected. Requests that grant the Offeror an impermissible competitive advantage, as determined by SRTA, in its sole discretion, will be rejected. Requests will only be considered if submitted prior to the deadline for submitting written questions as defined by the Schedule of Events. The final Contract, containing any acceptable and agreed-upon requests, will be posted by the deadline specified in Section 1.6 Schedule of Events. All requests will be taken into consideration by SRTA; however, the final Contract that is posted will contain the final Contract terms and conditions that are acceptable to SRTA.

2.1.4 Overview of the RFP Process

- A) **Written Questions and Answers Period.** Only written questions will be accepted. Questions and answers will not be binding upon the State unless incorporated by amendment to this RFP. All Offerors must submit questions by the deadline identified in Section 1.6 Schedule of Events for submitting questions. All questions about this RFP must be submitted using the **Question and Answer form (Appendix D)**.

Answers to questions will only be provided to the Offeror who is the source of the question. If SRTA determines the answer to any particular question to be material to the content of this RFP, then SRTA will amend this RFP for the benefit of all Offerors.

- B) **Proposal Submission.** Proposals shall be packaged and submitted in accordance with Section 2.2 Submittal Instructions. Offerors shall submit Proposals no later than the day and time indicated in Section 1.6 Schedule of Events.
- C) **Proposal Evaluation.** Proposals will be evaluated in accordance with Section 2.3 Proposal Evaluation and Award.
- D) **Proposal Award.** The Contract will be awarded based on Section 2.3 Proposal Evaluation and Award.

2.1.5 State's Right to Request Additional Information – Offeror's Responsibility

Prior to award, SRTA must be assured that the selected Offeror has all of the resources to successfully perform under the Contract. This includes, but is not limited to, adequate number of personnel with required skills, availability of appropriate equipment in sufficient quantity to meet the ongoing needs of SRTA, financial resources sufficient to complete performance under the Contract, and relevant experience



in similar endeavors. If such information is required, the Offeror will be so notified and will submit the information requested within the time requested by SRTA.

2.1.6 Failing to Comply with Submission Instructions

Proposals received after the identified due date and time or submitted by any other means than those expressly permitted by the RFP will not be considered. Offerors' responses must be complete in all respects, as required in each section of this RFP.

2.1.7 Rejection of Proposals; State's Right to Waive Immaterial Deviation

SRTA reserves the right to reject any or all responses, to waive any irregularity or informality in an Offeror's Proposal, and to accept or reject any item or combination of items, when to do so would be to the advantage of the State of Georgia. It is also within the right of SRTA to reject responses that do not contain all elements and information requested in this RFP.

2.1.8 State's Right to Amend and/or Cancel the RFP

SRTA reserves the right to amend this RFP prior to the Proposal due date and time. Amendments to the RFP will be made in writing and communicated to Offerors. EACH OFFEROR IS INDIVIDUALLY RESPONSIBLE FOR REVIEWING AMENDMENTS AND ANY OTHER POSTED DOCUMENTS AND MAKING ANY NECESSARY OR APPROPRIATE CHANGES AND/OR ADDITIONS TO THE OFFEROR'S RESPONSE. Finally, SRTA reserves the right to cancel this RFP at any time.

2.1.9 Protest Procedures

Offerors should familiarize themselves with the procedures set forth on SRTA's web site, which is accessible online as follows:

<http://www.georgiatolls.com/business/>

2.1.10 Costs for Preparing Proposals

Each Offeror's Proposal should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete Proposal. The cost for developing the Proposal and participating in the procurement process (including the protest process) is the sole responsibility of the Offeror. SRTA will not provide reimbursement for any costs for preparing proposals.

2.1.11 ADA Guidelines

The State Road and Tollway Authority adheres to the guidelines set forth in the Americans with Disabilities Act (ADA). Offerors should contact the Issuing Officer at least one day in advance if they require special



arrangements when attending the Oral Presentations/Offerors' Conference (if any). The Georgia Relay Center at 1-800-255-0056 (TDD Only) or 1-800-255-0135 (Voice) will relay messages, in strict confidence, for the speech and hearing impaired.

2.1.12 Public Access to Procurement Records

Proposals will be made available for public inspection, upon request, after SRTA's posting of the Notice of Intent to Award (or the Notice of Award in the event SRTA does not issue the Notice of Intent to Award). Audited financial statements not otherwise publicly available but required to be submitted as part of the Offeror's Proposal shall not be subject to public disclosure unless otherwise required by law. PLEASE NOTE: Even though information (financial or other information) submitted by an Offeror may be marked as "confidential", "proprietary", etc., the State will make its own determination regarding what information may or may not be withheld from disclosure as set forth in Georgia's Open Records Act, O.C.G.A. §50-18-70 et seq. ("Open Records Act").

2.1.13 Confidential/Proprietary Information

Offerors shall state with specificity those elements of its Proposal that it considers confidential and/or proprietary. The Offeror submitting records containing trade secrets that wishes to keep such records confidential shall submit and attach to the records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10. Notwithstanding the foregoing, Offerors are hereby given notice that any and all materials submitted in response to this RFP are subject to the provisions of Georgia's Open Records Act upon completion of the RFP process. SRTA's receipt, review, evaluation or any other act or omission concerning any such information shall not be considered to create an acceptance of any obligation or duty for SRTA to prevent the disclosure of any such information except as required by the Open Records Act. Offerors that decide to submit information they believe should be exempt from disclosure under the Open Records Act shall: (i) clearly mark each page containing such information as confidential, proprietary or exempt, (ii) shall include such information in a different color from the rest of the proposal text and (iii) shall state the legal basis for the exemption with supporting citations to the Georgia Code.

Pursuant to Georgia Law, if the information is requested under the Open Records Act, SRTA shall make a final determination if any exemption actually exists for SRTA to deny the request and prevent disclosure. SRTA will withhold such information from public disclosure under the Open Records Act only if SRTA determines, in its sole discretion, that there is a legal basis to do so.

All material submitted regarding the RFP becomes the property of SRTA.

Any activity pursuant to this RFP by any Offeror is governed by all applicable laws including, without limitation, State and Federal antitrust laws.

2.1.14 Registered Lobbyists



By submitting a response to this RFP, the Offeror hereby certifies that the Offeror and its lobbyists are in compliance with the Lobbyist Registration Requirements in accordance with the Georgia Government Transparency and Campaign Finance Commission.

2.2 Submittal Instructions

Listed below are key action items related to this RFP. The Schedule of Events in Section 1.6 identifies the dates and time for these key action items. This portion of the RFP provides instructions regarding the process for reviewing the RFP, preparing a Proposal to the RFP and submitting a Proposal to the RFP.

2.2.1 Preparing a Response

When preparing a response, the Offeror should comply with the following:

1. Proofread your Proposal and make sure it is accurate and readily understandable.
2. Use the nomenclature and follow the format instructions provided. Label any and all files using the corresponding Section numbers of the RFP so that the SRTA can easily organize and navigate the Offeror's Proposal.
3. The Technical Proposal shall not utilize less than an 11 point font.
4. The Technical Proposal shall not exceed 30 pages, excluding Cover Letter, Executive Summary, Certificate of Non-collusion, Appendices A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z, required as part of Appendix A. As indicated in Appendix M, many of the items which are to be provided may be submitted as attachments to Appendix A and are excluded from the page limit.

2.2.2 Packaging the Response

The Offeror's RFP proposal response must be divided into two (2) appropriately labeled and sealed packages: a Technical Proposal and a Cost Proposal.

The contents of each package will include:

- 2.2.2.1 **Technical Proposal:** (maximum of 30 pages, not including title pages, table of contents, cover letter and appendices/attachments) to include the following contents:

- A. [insert description].

NOTE: DO NOT INCLUDE ANY COST INFORMATION IN YOUR TECHNICAL SUBMISSION.



- 2.2.2.2 **References** (maximum of one page): The Offeror shall include at least three and no more than five references for completed implementations similar to the project being requested by SRTA. The Offeror shall provide the following information for each reference: client organization name, project name, client contact name, client contact phone number, client contact e-mail, description of project, project fees, and project start/end dates. The Offeror may also identify an alternate client contact. The Offeror should also identify which proposed project team members worked on each listed reference.
- 2.2.2.3 **Signed Appendix ?** (excluded from page count): Sales and Use Tax Form.
- 2.2.2.4 **Signed Appendix ?**(excluded from page count): Statement of Responsibility Certification Form.
- 2.2.2.5 **Signed Appendix ?** (excluded from page count): Contractor Affidavit and Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(1),(b)(3),(b)(4).
- 2.2.2.6 **Appendix ?** (excluded from page count): Contract.
- 2.2.2.7 **Cost Proposal**: Offerors shall complete the Cost Proposal shown in **Appendix ?- Cost Proposal and Revenue Payment Schedule**. Provide the completed form in addition to the following information:
- Include pricing considerations for any optional items, as well as any remittance considerations. This should include an up-front guarantee of toll revenue amounts, and an ongoing bonus share for SRTA to share a portion of Administrative Fees collected by the Contractor when certain thresholds are met.
 - The Offeror is to provide all work effort needed to meet the detailed technical requirements as part of their proposal. All prices shall be firm for the duration of the contract term. Estimates, including expenses, are not acceptable.
 - The Offeror shall also note the proposed Payment Schedule for Professional Services during the planning and implementation of services.

Offeror shall identify positions, labor rates, and hours on the form provided in **Appendix ?**. The identified hourly labor rates will be used by SRTA and Offeror to price change orders (if any). The Offeror shall provide any underlying assumptions as part of the Cost Proposal. Offerors shall propose “not-to-exceed” amounts for the following cost elements at a minimum:

- **[insert and itemize deliverable amounts by milestones]**

2.2.3 “Hard Copy” and Electronic Copies Required

Offeror must provide the following number of copies:



1. Technical Proposal:
 - Six (6) hard copies, with one (1) marked "Original" with original signatures
 - One (1) CD-ROM copy

2. Cost Proposal:
 - Three (3) hard copies, with one (1) marked "Original"
 - One (1) CD-ROM copy of the SRTA provided Worksheet (Appendix C)

Technical Proposal and Cost Proposal CDs **must be labeled and packaged separately**. In the event of a discrepancy/conflict between a hard copy and a CD version, the Original hardcopy version will govern.

2.2.4 Electronic Copies

1. Use caution in creating electronic files to be included on a CD. If SRTA is unable to open an electronic file due to a virus or because the file has become corrupted, the Offeror's response may be considered incomplete and disqualified from further consideration.
2. Use commonly accepted software programs to create electronic files. SRTA has the capability of viewing documents submitted in the following format: Microsoft Word, Microsoft Excel and portable document format file (PDF). Unless the RFP specifically requests the use of another type of software or file format than those listed above, please contact the Issuing Officer prior to utilizing another type of software and/or file format. In the event SRTA is unable to open an electronic file because SRTA does not have ready access to the software utilized by the Offeror, the Offeror's response may be considered incomplete and disqualified from further consideration.

2.2.5 Submitting the Response

Mark the outside of shipping package as follows:

Name of Company
Point of Contact for Company and Phone Number
RFP# 92700-14-000002

The Offeror's complete response must be received on or before the due date and time at the following location:

Deirdre Johnson, Issuing Officer
47 Trinity Avenue, 4th Floor
Atlanta, Georgia 30334-9006

All proposals will be time stamped by SRTA upon receipt. Proposals received after the due date and time will not be evaluated.



2.3 Proposal Evaluation and Award

All timely proposals will be evaluated in accordance with the following steps. The objective of the evaluation process is to identify the proposal which represents the best value to SRTA based on a combination of technical, interview and cost factors. Based on the results of the initial evaluation, SRTA may or may not elect to negotiate technical and/or cost factors as further described in the RFP. Once the evaluation process has been completed (and any negotiations SRTA desires to conduct have occurred), the apparent successful Offeror will be required to execute the Contract. SRTA will announce the results of the RFP as described further in 2.3.4 "Public Award Announcement".

2.3.1 Administrative/Preliminary Review

First, the proposals will be reviewed by the Issuing Officer to determine the proposal's compliance with the following requirements:

1. Proposal was received by deadline
2. Proposal is complete and contains all required documents
3. Technical Proposal does not include any pricing from the Cost Proposal
4. Minimum qualifications are met

If the Offeror's proposal passes the Administrative/Preliminary Review, the Offeror's response will be submitted to the Evaluation Team for evaluation.

2.3.2 Evaluation Committee Review Criteria

SRTA will establish an evaluation committee to evaluate and score each Offeror's response based on the following:

- Technical Proposal (500 points)
 - Company Overview, Qualifications and experience of firm, including DMV access (100 points)
 - Project Team Experience and Qualifications (150 points)
 - Technical Approach and Work Plan (200 points)
 - References (50 points)
- Oral Interview (100 points)
- Cost Proposal (400 points): The lowest responsive and responsible Cost Proposal will receive the maximum of 400 points. The other Cost Proposals will receive scores based on the following formula: $\text{Low Price/Subject Price} \times 400 = \text{Score}$.

Total Maximum Points equals 1000 points.

2.3.3 Oral Interviews



The **three (3) firms with the highest point total after technical evaluation** will be shortlisted and requested to sit for an interview with the Evaluation Committee. The interview will last approximately **120 minutes, including approximately 30 to 45 minutes** for the Offeror to present its work plan and approach. Shortlisted firms who fail to participate in the interview will be considered nonresponsive and eliminated from further consideration by the Evaluation Committee. During the interview, the Evaluation Committee will ask questions that will assist the committee in evaluating the technical capability of the Offeror and key staff to provide the desired services. Only Key Staff and Offeror team members assigned to this project should be present at the oral interviews. Interviews are tentatively scheduled for **[insert time period]**, at SRTA's offices. SRTA encourages Key Staff to be present at the interviews.

2.3.4 Public Award Announcement

The preliminary results of the evaluation will be announced through the public posting of a Notice of Intent to Award to the SRTA web site and/or to the Georgia Procurement Registry. The Notice of Intent to Award ("NOIA") is not notice of an actual Contract award; instead, the NOIA is notice of SRTA's expected Contract award(s) pending resolution of the protest process. The NOIA (if any) will identify the apparent successful Offeror, unsuccessful Offeror(s), and the reasons why any unsuccessful Offerors were not selected for Contract award.

The Notice of Award ("NOA") is SRTA's public notice of actual Contract award and will be publicly posted to the SRTA web site.

2.4 Company Structure

The Offeror will provide the legal form of its business organization, the state in which incorporated (if a corporation) or otherwise formed, the types of business ventures in which the organization is involved and the office location that will be the point of contact during the term of any resulting Contract.

2.5 Small and/or Minority Business

It is the policy of the State of Georgia that small and/or minority business enterprises shall have a fair and equal opportunity to participate in the State purchasing process. Therefore, the State of Georgia encourages all small and minority business enterprises to compete for, win, and receive contracts for goods, services, and construction. Also, the State encourages all companies to subcontract portions of any state contract to small and minority business enterprises. Offerors interested in taking advantage of the Georgia income tax incentives provided for by the O.C.G.A. §48-7-38, relative to the use of minority subcontractors in the performance of contracts awarded by the State of Georgia, should contact the Department of Administrative Services Vendor Relations Administrator.

2.6 Sales and Use Tax

In accordance with Official Code of Georgia Annotated §50-5-82, the State Entity is prohibited from awarding a contract to a nongovernmental vendor if that vendor or an affiliate of the vendor is a "dealer"



failing or refusing to collect sales or use taxes on its sales delivered to Georgia. Please complete the Sales and Use Tax Form, which is included as Appendix E to this RFP.

In the event the Offeror is identified as an apparent successful vendor, the information provided in the Sales and Use Tax Form will be submitted by SRTA to the Georgia Department of Revenue ("DOR") for a determination as to whether the Offeror is a "prohibited source." SRTA reserves the right to submit the Offeror's completed form to DOR for review even if the Offeror has not been selected for award.

Any Offeror identified as a prohibited source will be ineligible for award. Accordingly, the Offeror is strongly encouraged to check its tax status now and resolve any outstanding tax liabilities prior to submitting this response. Department of Revenue has identified the following source to allow Offerors to check current tax status: <http://www.etax.dor.ga.gov>.

2.7 Proposal Withdrawal and/or Revision Following Submission

A submitted proposal may be withdrawn and changes to a submitted proposal can be made prior to the RFP due date and time. In the event an Offeror notes an error or omission in its response which was overlooked during the Offeror's review prior to submitting the response, the Offeror may contact the Contracting Officer to request the response be withdrawn. Please take note of the following limitations and risks regarding regaining access to the response:

- In order to reinstate the Offeror's ability to resubmit a response, the Offeror's original response must first be withdrawn
- Once the Offeror's response is withdrawn, SRTA has no response from the Offeror
- Unless and until the Offeror resubmits the revised response, SRTA will have no offer from the Offeror to evaluate for possible Contract award
- Any resubmission must be received by SRTA no later than the RFP due date and time

2.8 Conflict of Interest

The Offeror must disclose in detail anything that may create a conflict or appearance of a conflict of interest.

2.9 Offeror Responsibility

A Responsible Offeror is one that SRTA believes to be responsible based on responses provided on the Offeror's "Statement of Responsibility Certification Form" and/or based on Offeror's responses to the requirements of the solicitation document. SRTA reserves the right to conduct additional due diligence into any Offeror's responsibility status. Such due diligence may include investigations into any of the items set forth on the form in Appendix F. Each Offeror must complete and submit Appendix F.

2.10 Contract Terms and Conditions

The Contract that SRTA expects to award as a result of this RFP is Appendix H.



2.11 Execution of the Contract

At the end of the evaluation process, SRTA shall contact the apparent successful Offeror. The apparent successful Offeror must return two signed Contracts acceptable to SRTA to the Contracting Officer within one (1) week of notification. Failure to do so may lead to rejection of the Offeror. SRTA reserves the right to proceed to discussions with the next highest ranked Offeror.

SRTA reserves the right to modify the Contract to be consistent with the successful offer.

3 Technical Requirements

3.1 Mandatory Offeror Qualifications

SRTA will only consider RFP responses from Offerors meeting the following required minimum qualifications. Failure to confirm and describe compliance with the following requirements will result in rejection of Offeror's proposal from further consideration:

3.1.1 Minimum Organizational Requirements:

- a. [insert requirements]

3.1.2 Minimum Key Staffing Requirements:

- b.

3.1.3 [insert and itemize minimum requirements (if any)]

3.2 Scope of Service Requirements

The Offeror will provide services which meet SRTA's requirements as listed below. In response to this RFP, the Offeror must identify the requirement section and describe how the Offeror's solution satisfies each requirement below.

3.2.1 [insert and itemize requirements (if any)]

3.2.2

4 Cost Proposal and Revenue Guarantee Payment



The SRTA is seeking an experienced provider of Collection Agency Services to maximize the SRTA's recovery of delinquent toll invoices and aged debts. Offeror must submit a Cost Proposal in the format provided in **Appendix ?**, structured whereby the SRTA garners a share of revenue from Administrative Fees collected by the Contractor. **The Contractor will make a guaranteed payment of an amount equal to the base toll dollars assigned and outstanding, within 30 days of the assignment of said accounts.**

5 Insurance Requirements

5.1 Insurance Requirements

The Contractor is required to maintain the insurance coverage as specified in the **Appendix ?**, SRTA Contract during the term of the contract.

Certificates of Insurance showing such coverage to be in force shall be filed with the SRTA prior to commencement of any work under the contract. All such coverage shall remain in full force and effect during the term and any renewal or extension thereof.

Within ten (10) business days of award, the awarded supplier must procure the required insurance and provide the SRTA with one (1) Certificates of Insurance. Certificates must reference the contract number. The supplier's submitted pricing must include the cost of the required insurance. No contract performance shall occur unless and until the required insurance certificates are provided.

6 SRTA Responsibilities

6.1 [insert language]



Appendix A - Summary of Current Toll Violation Debt Portfolio and Historical Statistics

As of <date>, SRTA's eligible debtor account portfolio for toll violations consisted of the debt by violation types, U.S. state, and amounts shown in the table below.

Toll Violations by Type <and/or> U.S. State Outside of Georgia	Violator Accounts Originating in 2013 or Later		Violator Accounts Originating between 2011-2012		Violator Accounts Originating Earlier than 2011	
	No. of Accounts	Value (\$)	No. of Accounts	Value (\$)	No. of Accounts	Value (\$)
Out-of-State Toll Violations		\$		\$		\$
XXX Toll Violations		\$		\$		\$
XXX						
Alabama		\$		\$		\$
Alaska		\$		\$		\$
Arizona		\$		\$		\$
Arkansas		\$		\$		\$
California		\$		\$		\$
Colorado						
Connecticut						
Delaware						
Florida						
Hawaii						
Idaho						
Illinois						
Indiana						
Iowa						
Kansas						
Kentucky						
Louisiana						
Maine						
Maryland						
Massachusetts						
Michigan						
Minnesota						
Mississippi						
Missouri						



Debt Collections and Revenue Services for Out-of-state Toll Violations
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Toll Violations by Type <and/or> U.S. State Outside of Georgia	Violator Accounts Originating in 2013 or Later		Violator Accounts Originating between 2011-2012		Violator Accounts Originating Earlier than 2011	
	No. of Accounts	Value (\$)	No. of Accounts	Value (\$)	No. of Accounts	Value (\$)
Montana						
Nebraska						
Nevada						
New Hampshire						
New Jersey						
New Mexico						
New York						
North Carolina						
North Dakota						
Ohio						
Oklahoma						
Oregon						
Pennsylvania						
Rhode Island						
South Carolina						
South Dakota						
Tennessee						
Texas						
Utah						
Vermont						
Virginia						
Washington						
West Virginia						
Wisconsin						
Wyoming						



Appendix B – CONTRACTOR PERFORMANCE AND SERVICE STANDARDS

The Offeror should meet or exceed the expected performance standards established in the specification as required by SRTA. Where deficiencies are noted, the vendor will be given an appropriate period to correct such deficiencies. Excessive deficiencies will be handled on a priority basis.

Following the transmittal of debt items from SRTA, the awarded Contractor shall create accounts for the purpose of performing skip tracing activities to locate and validate contact information. Once accounts are established, all activities and related documents shall be tracked through the accounts.

DESCRIPTION	EXPECTED STANDARD	OFFEROR'S PROPOSED STANDARD
General		
◆ Ratio of accounts collected or resolved to accounts established (from transmitted items)	◆ 50 % collected during the 60 day collection period.	◆
◆ Accounts that have been contacted (by any method)	◆ 100 %	◆
Contact with Debtors **		
◆ Letters sent to responsible debtor	◆ 2 letters	◆
◆ First written collection notice mailed to validated address	◆ Mailed within 5 business days of transmission	◆
◆ Calls made to validated phone number	◆ 3 calls	◆
◆ Verbal contact with responsible debtor	◆ 75 % of accounts submitted to SRTA during the 60 day collection period	◆
Customer Service		
◆ Problem Resolution	◆ 100 % documented ◆ 85% resolved within 3 business days	◆
◆ Disputed collection items returned to SRTA from receipt of documentation	◆ Within 3 business days	◆
◆ Turnover rate for permanent staff	◆ No greater than 20 % annualized	◆
◆ # Of bilingual staff members	◆ Appropriate bilingual (English and Spanish) speaking staff	◆



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DESCRIPTION	EXPECTED STANDARD	OFFEROR'S PROPOSED STANDARD
	based on demographics, and at least one scheduled at all times during the hours of operation.	
Submittals		
◆ Account update submitted to SRTA with paid or disputed status	◆ Within 3 business days	◆
◆ Account update submitted to SRTA with unpaid status	◆ Transmitted to SRTA on the 61 st calendar day from date of receipt.	◆
◆ Submittal of daily reports	◆ Within 2 business days of activity date	◆
◆ Submittal of monthly reports	◆ Within 7 business days of activity month	◆

** Contractor shall comply with requirements of the Fair Debt Collection Practices Act.



Appendix C – Cost Proposal and Payment Schedule

TABLE A: Provide pricing for each item associated with the debt collection services (Ref. Sect.).

Item Number	Service	Unit of Measure	Percent (%) Per Item	* Estimated Quantity (12 month period)	Extended Total
1		Each	\$	###	\$
2		Each	\$	###	\$
3		Each	\$	###	\$
Total Estimated Yearly Fee Payment:					\$

TABLE B: Provide optional or additional pricing for value added items not included in this RFP (Ref. Sect.). NOTE: Table B may be considered as part of the overall evaluation.

Item Number	Optional or Additional Services (Ref. Para. XXX)	Unit of Measure	Price Per Item	* Estimated Quantity (12 Month Period)	Extended Total
1		\$	\$	###	\$
2		\$	\$	###	\$
3		\$	\$	###	\$
4		\$	\$	###	\$
Total Estimated Yearly Price:					\$

* Estimated Quantities are for evaluation purposes only.

THIS PAGE SHALL BE RETURNED WITH THE RESPONSE. FAILURE TO RETURN THE REQUIRED ITEMS WITH THE RESPONSE MAY RESULT IN DISQUALIFICATION OF THE RESPONSE.



The following Appendices documents are provided by SRTA as separate attachments and posted at www.georgiatolls.com/business

Appendix D - Sales and Use Tax Form

Appendix E – Certification of Responsibility Form

Appendix F - Contractor and Subcontractor Affidavits

Appendix G – SRTA Contract