Third Party Collections – Request for Proposal
RFP 2017 – 003

Submitted by: PIKEPASS Division
Issued Date: April 18, 2017
Due Date: May 10, 2017
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1. INTRODUCTION:
   1.1 The Oklahoma Turnpike Authority (OTA) is seeking proposals from qualified
Third Party Debt Collectors (TPC) for the purpose of collecting delinquent
accounts as described in this Request for Proposal.

2. SCOPE of SERVICES REQUESTED:
   2.1 Collection of delinquent accounts that relate to the OTA’s operation of a toll road
system, including unpaid tolls, administrative fees and unpaid toll evasion
violations.
   2.2 Development of a systems interface in coordination with PIKEPASS (OTA’s
Electronic Toll System) for the data format, electronic transfer and maintenance of
account information and reports as well as adherence to the technical specifications
developed after award of the contract.
   2.3 Compliance with the PIKEPASS goal to collect delinquent accounts and maintain a
positive relationship with the public and to promote continued use of the toll roads.

3. LENGTH of CONTRACT:
   3.1 The length of the Contract will be five (5) years, and it will be renewable under the
same conditions of the original contract, as mutually agreed upon.
   3.2 The OTA retains the ability to cancel the Contract in whole or in part for any reason
upon a 90-day written notice, delivered by certified mail to the Account Manager
described in Section 7.5.1.
   3.3 The OTA may award any single portion of the requested Services Requested based
on an evaluation of either the proposed cost of the services and/or the individual
service requested.

4. BACKGROUND of SERVICES REQUESTED:
   4.1 Collection of Delinquent PIKEPASS Accounts. The PIKEPASS program was
implemented in January 1991 and provides electronic toll collection services for the
Oklahoma Turnpike System. Customers enrolled in the program are issued a
transponder, which communicates with roadside equipment, for the electronic
processing of toll charges.

   The PIKEPASS program consists of two main account types, (1) a pre-payment
program account and (2) a billable program for government accounts. The majority
of active accounts (approximately 730,000) utilize the pre-payment program. The
PIKEPASS pre-payment program offers customers the ability to establish an
account by an initial payment, which maintains a balance as a pre-payment of toll
charges. The establishment of the account and periodic replenishments to the
account are payable by cash, check, money order or major credit/debit card.
Payments may be provided in person, by mail, telephone, online, automated
replenishment (batch processing) or through OTA authorized cash payment
networks.

   When a pre-paid account balance reaches a Low Balance Threshold, the account
is flagged for replenishment. Customers have the option to select automated or
manual replenishment for their account. Customers who select auto-
replenishment must utilize a major credit/debit card or bank account (EFT) to
replenish the account. A nightly process and related encrypted file, is executed to
automatically perform the account replenishment function. Customers who select manual replenishment are mailed, or emailed, a notice to replenish the account. These customers may utilize any approved payment method to replenish the account balance. Payment may be made by telephone, mail, online, at one of our store locations or at selected cash payment networks.

4.1.1 The OTA estimates annual delinquent PIKEPASS accounts to be referred to the TPC, to be between 15,000 and 16,000 with an estimated collection amount to total $2,000,000.00. Multiple items may belong to a single account, but no account will be referred to the TPC unless the delinquent balance is at least $24.50. The average delinquent PIKEPASS account referred during 2016 was approximately $127.00.

4.1.2 Accounts are first considered delinquent when the pre-paid balance falls below zero and a No Balance Notice requesting payment is sent to the account holder. These accounts were also sent a prior Low Balance Notice when the account balance dropped below the Low Balance Threshold triggering initial payment request.

4.1.3 Accounts that have a negative balance for a period in excess of 14 days are designated Pre-Terminate. These accounts are then sent a "Pre-Terminate Notice" requesting payment and are assessed future toll charges at CASH rates.

4.1.4 Accounts that maintain a negative balance in excess of 60-days are sent a "Final Terminate Notice" warning that the account will be terminated in 30-days unless payment is made to restore a positive balance.

4.1.5 Accounts that maintain a negative balance in excess of 90 days are automatically Terminated, assessed a Collection Fee penalty, have all assigned PIKEPASS transponders deactivated and are referred to the TPC (if the negative balance is at least $24.50). Terminated accounts that continue to use deactivated PIKEPASS transponders are subject to additional penalties and fines, including toll evasion violations; however, those additional penalties and fines are not assigned to the terminated accounts.

4.2 Collection of Delinquent Toll Violation Accounts. Sections 11-1401.1 and 11-1401.2 in Title 47 of the Oklahoma Toll Collection Act provides statutory procedures for the processing and collections of toll evasion violations as captured by the OTA’s photo monitoring system. The Enforcement Branch of the PIKEPASS Division utilizes a violation enforcement processing system that includes capturing vehicle information at the time of a violation. A civil penalty is assessed for each processed toll evasion violation event based on the rate structure established by the Oklahoma State Legislature, but this monetary penalty does not abrogate the obligation to of the patron pay the associated toll charge. A toll violation receivable begins aging at the date a Notice of Toll Evasion Violation is mailed to the responsible party (vehicle owner, responsible driver or terminated PIKEPASS account holder). By statute, toll evasion violation notices must be mailed within 45 days after the alleged violation. The responsible party/vehicle owner is provided 21 days to respond/resolve either by payment or by filing an affidavit of non-liability. A lien prohibiting the registration renewal is placed on a vehicle if the Toll Evasion Violation is mailed by USPS Certified Mail and is unresolved 30 days past certified notice. Outstanding toll evasion violation receivables greater than 60 days are referred to the TPC.
4.2.1 The OTA estimates that the annual number of delinquent Toll Violations, to be referred to the TPC, to be approximately 132,000 with an estimated collection amount of $4,620,000.00.

4.2.2 Multiple Violations may belong to a single Violation Account.

4.3 **Collection of Delinquent PlatePay Toll Invoices.** PlatePay is a pilot All-Electronic Tolling (AET) license-plate-image-based toll invoicing system implemented by the OTA on January 5, 2017 at the Peoria/Elm entry and exit plazas on the Creek Turnpike in Tulsa, Oklahoma. This system processes license plate images of non-PIKEPASS customers and mails toll charge invoices to the vehicles registered owners. The process is similar to Violation Processing; registered vehicle owner information is acquired from the appropriate license plate motor vehicle database. Transaction data is matched to the license plate registered vehicle owner and invoices are mailed through USPS. An account is then created and the initial invoice and welcome letter are mailed within 5-days of the first transaction. The period of additional invoicing and escalation is in 30-day increments beginning 30-days after the initial invoice. Unpaid invoices that have aged 91 days are assessed additional fees including a violation fee and referred to the TPC for collection.

4.3.1 While it is still too early in the pilot project to determine the volume and amount of annual delinquencies, the following data is provided from 1/5/17 – 4/16/17:

- Accounts invoiced & amount: 38,203 ($61,729.10)
- Accounts past due 31-days: 12,412 ($20,123.20)
- Accounts past due 61-days: 1,963 ($3,175.50)

4.3.2 No account will be turned to the TPC unless the invoice amount is past due 91-days and the amount due is at least $24.50.

5. **INSTRUCTIONS and CONDITIONS for SUBMITTING PROPOSALS:**

5.1 In connection with this RFP, interested firms should limit their contact with the OTA by communicating with: Darwin Stewart
dstewart@pikepass.com
405.936.3649

5.2 Contact with persons other than Darwin Stewart regarding this RFP may result in disqualification and elimination from the selection process.

6. **RFP SUBMISSION:**

6.1 All responses to this RFP must include a completed Mandatory Pricing Proposal Form (page 12), a completed Mandatory Proposal Requirements Check List (page 13), a completed Non-Collusion Bidding Certification (page 14) and must be received by 3:00 P.M. May 10, 2017. All proposals should be mailed in an envelope clearly marked “RFP #2017-003”, and will be opened immediately after the closing deadline. Submit original and 4 copies of your proposal to the following address:

ATTN: DWIGHT BROWN – PURCHASING OFFICER
OKLAHOMA TURNPIKE AUTHORITY
3500 N. MARTIN LUTHER KING AVE
OKLAHOMA CITY, OK 73111
6.2 Proposals may also be hand delivered to the OTA’s reception desk at the following address:

OKLAHOMA TURNPIKE AUTHORITY
3500 N. MARTIN LUTHER KING AVE
OKLAHOMA CITY, OK  73111

6.3 Deliveries by telephone facsimile or by email/electronically will not be accepted.

6.4 Attach the provided bid notification sticker to the lower left front of your mailing envelope. This bid notification sticker notifies our mailroom that a sealed bid is enclosed and to not open the envelope.

6.5 If you do not have the notification sticker, provide the following information on the lower left front of your mailing envelope:

   BID #
   OPENING DATE
   TIME

7. COMPREHENSIVE RESPONSE REQUIREMENTS:

7.1 The detailed requirements set forth in this section are mandatory. Failure to respond to a specific requirement may result in disqualification. The response should be limited to 12 pages (8 ½” x 11” with no appendices). Interested firms must submit the original proposal along with four copies.

7.2 Please submit the following information in the order listed:

7.2.1 State the name of the firm submitting proposals, the primary address, telephone, fax and Federal Employer Identification Number (FEIN). Also, state the name and title of the person who will serve as key contact person for the firm with respect to the proposal, and the name of the person submitting the proposal as an authorized representative of the firm.

7.2.2 Describe the organization, size and stability of your firm, identify the key officers and/or management of the firm, and provide a list of office locations.

7.2.3 List and describe the firm’s professional relationships involving the OTA and the State of Oklahoma for the past five years, together with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the Services Requested.

7.2.4 Provide an affirmative statement indicating that the firm and all assigned key professional staff are properly licensed to practice in Oklahoma, if such licensing is required.

7.2.5 Identify the members of the firm to be assigned to any OTA engagement and indicate whether each such person is licensed to practice in Oklahoma, if such licensing is required. Provide biographical information and
experience of each person and describe significant assigned engagements similar to the Services Requested.

7.2.6 Describe what assurances that the professionals identified in 7.2.5 will actually fulfill the roles as proposed and will be readily available and accessible to the OTA as needed.

7.2.7 Provide a statement explaining the special resources or qualifications the firm possesses to make it uniquely qualified to provide the Services Requested as well as any related management advisory services.

7.2.8 Provide information and explanation regarding the circumstances of any disciplinary action taken against your firm during the last three years with state or federal regulatory bodies or professional organizations.

7.2.9 Provide a list of at least three organizations, along with the name of a contact person and phone number that can be used as references for performance of similar and related services. (Selected organizations may be contacted to determine quality if work performed and personnel assigned to project.)

7.3 Respondent shall state qualifications using the following:

7.3.1 Are an established company regularly engaged in the business of debt collection for a period of five years within the last seven years.

7.3.2 Have a minimum of two years experience conducting debt collection services in the state of Oklahoma.

7.3.3 Be in good financial standing, not in any form of bankruptcy, current in payment of all taxes and fees such as state franchise fees. The OTA reserves the right to request the latest financial statement.

7.4 The following are required of all respondents:

7.4.1 Comply with The OTA’s objective to maintain a professional and constructive customer relationship while pursuing debt from delinquent PIKEPASS Accounts, Toll Violation Accounts and PlatePay Toll Invoices.

7.4.2 Maintain good standing with all federal, state and local regulatory agencies.

7.4.3 Maintain good standing with ACA International (Association of Credit and Collection Professionals).

7.4.4 Follow Fair Debt Collection Practices Act (FDPCA), Fair Credit Reporting Act (FCRA), and any applicable Oklahoma statutes.

7.4.5 Be in compliance with the Drivers Privacy Protection Act (DPPA) U.S.C. 2721 guidelines.

7.4.6 Provide the OTA a Declaration of Compliance to the Gramm-Leach-Bliley Act that stipulates the requirements for confidentiality of all non-public personal information concerning customers of any and all clients.

7.5 The following Personnel Requirements must be met by respondents:

7.5.1 The respondent shall designate a qualified individual to serve as Account Manager and who will manage the OTA accounts and serve as the primary point of contact.

7.5.2 The respondent shall hire and fully train the staff in the respondent’s operational procedures prior to the commencement of the contract. Staff shall include appropriate bilingual (English and Spanish) speaking staff based on demographics.

7.5.3 If The OTA is dissatisfied with any aspect regarding the Account Manager or staff assigned to OTA activities, the respondent shall immediately remove that person. The OTA may require pre-approval for replacements.
resume and references may be requested for the replacement if references or past working performance is questionable or unfavorable.

7.6 The OTA will require routine collection services related to the management of account receivables (as listed in Sections 7.6.5.1-3) and credit reporting. All items sent to a TPC will be reasonably pursued. The respondent shall:

7.6.1 Pursue recovery of the OTA accounts referred for collection using a combination of techniques to include, but not limited to telephone calls, a series of collection letters and, if authorized by the OTA on a case-by-case basis, litigation in small claims court and other courts depending on the dollar size of the account.

7.6.1.1 Submit a schedule of Procedures and associated Commission rates to be charged upon successful collection of accounts.

7.6.1.2 The TPC will remit Gross collections to the OTA bi-monthly for each account type and invoice the OTA for commission fees due the TPC based on account payments made to both the TPC and the OTA.

7.6.1.3 The anticipated volumes reported in Section 7 (7.6.5.1, 7.6.5.2 and 7.6.5.3) will be used to assist in the selection process.

7.6.2 Maintain training and staffing plan addressing staff work groups, experience levels, routing of calls for Spanish speaking debtors, and key issues requested in the specification. The training plan shall be available for review by The OTA.

7.6.3 Allow for payments to be made by debtors via methods to include but not limited to mail, online or telephone using a credit card, ACH, EFT, money order or cashier’s check. The respondent must submit a list for consideration of all the payment services to be made available.

7.6.4 Provide segregated methods of secure operation for collecting payments, reconciling the payments with the OTA and transferring the payments to the OTA’s accounts as listed in 7.6.5.1-4. The OTA’s approval of the respondent’s chosen operation is required. Current methods utilized are shown in Appendix A.

7.6.5 Account types currently include (subject to change):

7.6.5.1 PIKEPASS – Delinquent PIKEPASS accounts and related administrative fees. The OTA estimates the annual delinquent PIKEPASS accounts to be referred to the TPC, to be between 15,000 and 16,000 with an estimated collection amount of $2,000,000.00. Multiple items may belong to a single account, but no account will be referred to the TPC unless the delinquent balance is at least $24.50. The average delinquent PIKEPASS account referred during 2016 was approximately $127.00.

7.6.5.2 Toll Violation – Delinquent toll evasion violations related to missed tolls and their related fees. The OTA estimates the annual delinquent Toll Violations referred to the TPC to be approximately 132,000 with an estimated collection amount of $4,620,000.00.

7.6.5.3 PlatePay – Delinquent License Plate Tolling invoices and related administrative and violation fees (different from the Violation account types above). While it is still too early in the pilot project to determine the volume and amount of annual delinquencies, the following data is provided from 1/5/17 – 4/16/17:

Accounts invoiced & amount (38,203 --- $61,729.10)
7.6.5.4 **Accounts Released/Closed** – Any PIKEPASS account referenced by Account Number, any Violation Account referenced by Owner ID Number including all associated Violations or any PlatePay account referenced by Account Number including all associated Invoices that are administratively released or closed by the OTA after the accounts are referred to the TPC. The OTA administratively released (closed) approximately 7,000 accounts during 2016.

7.6.6 Maintain an automated record of phone calls and log all correspondence with debtors. Correspondence shall indicate an escalation of importance with resolution from one letter to the next.

7.6.7 Maintain a toll free telephone number for customer service and include the number on all correspondence to debtors.

7.6.6 Maintain a high level of customer service while pursuing unpaid debts.

7.6.7 Provide procedures for disputes and Cease and Desist Letters.

7.6.8 Not use any false statement during the collection process.

7.6.9 Have the ability to expand services to accommodate additional collection volumes generated by future OTA toll projects statewide.

7.6.10 Unless otherwise agreed upon, remit payments on collections as described in Appendix A.

7.7 The respondent shall confirm their ability to be fully operational with the OTA within 30-days of the Notice to Proceed with collections of the OTA’s delinquent accounts.

7.8 Respondent agrees an initial performance plan shall be developed jointly by the TPC and the OTA within three months of award of contract. Monitoring and adjustments to these performance measures will continue during the first six months of the operations start-up.

7.8.1 The initial performance plan will be used by the OTA to measure the effectiveness of the TPC’s collection efforts (Ref: Appendix B – Respondent Minimum Performance Standards). The structure of the plan shall include incentives and disincentives based on the TPC’s performance.

7.8.2 Mutual agreement between the OTA and the TPC on the final performance measures shall be established at the end of six months of award of the contract.

7.9 The respondent shall submit (to the OTA for consideration) examples of reports to be used during the term of this contract period. Reports and format standards will be approved by the OTA and shall be delivered to the OTA authorized representative. Unless otherwise agreed upon, reports shall include, but not be limited to bi-monthly reconciliation of payments to accounts, weekly activity and monthly reports of status.

7.10 Respondent agrees the TPC will provide the OTA a monthly client recap of performance that is dynamic to the month that account receivables are referred to TPC. These recap reports will include, but not be limited to:

7.10.1 Period
7.10.2 Placements
7.10.3 Current Monthly Collections
7.10.4 Collections to Date
7.10.5 Current Monthly Commissions
7.11 Respondent agrees the OTA will determine the resolution of any and all disputed debts following notification by TPC that debtor is disputing the validity of such debts. Upon request, the OTA will provide TPC further documentation to substantiate the validity of any disputed debt.

7.12 Respondent agrees the TPC must certify and warrant that all collection efforts which it undertakes for and on behalf of the OTA shall be conducted in a fair, lawful and expeditious manner and shall comply with all standards and requirements of the Fair Debt Collection Practices Act and all applicable state laws. TPC agrees to defend, indemnify, reimburse and hold the OTA, its parent and successors, harmless from all claims, demands, judgments and causes of action of any kind, brought or rendered against the OTA that result from or are caused by the wrongful efforts, activities or actions of the TPC, its agents or employees, in the collection of the accounts referred.

7.13 Respondent agrees the TPC will honor the reasonable requests of the OTA for a report on the status of any or all accounts in its possession whenever the OTA deems the receipt of this information necessary.

7.14 Respondent agrees that no compensation is due the TPC for any uncollected account, violation or invoice if the agreement between the OTA and the TPC is terminated for any reason prior to the term of the agreement or for non-renewal of the existing agreement.

7.15 Respondent agrees the TPC will advise the OTA of any offer to settle received from debtor. The OTA will decide whether to accept or decline all settlement offers.

7.16 Respondent agrees the TPC will not bring or incur any costs in the collection of any account or the prosecution of an action of law without the express authorization of the OTA. TPC will provide the OTA receipts and documentation for all expenditures made in connection with accounts approved for such action by the OTA.

7.17 Respondent agrees that any reporting to credit services by the TPC with respect to any and all debtors associated with delinquent “Violation accounts” referred to collections by the OTA is expressly prohibited.

7.18 Respondent agrees the OTA will accept payments on accounts that have been referred to TPC for collection and will provide TPC with a daily or weekly report summarizing this activity. Respondent agrees to invoice the OTA for fees owed to TPC as a result of payments received by the OTA.

7.19 Respondent agrees the TPC will provide the OTA bi-monthly reports detailing payments received by the TPC and the OTA and that these reports will be included with the bi-monthly payments by the TPC to the OTA for all collections payments made to the TPC. The bi-monthly summary report details should reflect all collections payments made to both the OTA and TPC. The net amount due the OTA and the amount owed to the TPC as a fee should be listed and referenced to each unique identification number(s) as appropriate (a) PIKEPASS Account Number, (b) Violation Owner ID & Violation ID Numbers or (c) PlatePay Account & Invoice Number).

7.20 Respondent agrees the TPC will reference the appropriate OTA unique identification number(s) on all correspondence to debtors.
8. SPECIFIC RESPONSE REQUIREMENTS FOR ACCOUNT TYPES:

8.1 Delinquent PIKEPASS Accounts

8.1.1 The OTA will provide a weekly list of accounts to the TPC that have been terminated and aged to a Collections Status (90 consecutive days with a negative balance) in a format that is acceptable to both the OTA and the TPC. Each listing will include the balance due for each account number along with all relevant data pertaining to the specific debtor and account.

8.1.2 The OTA expects the TPC to collect said accounts and reference payments to specific Account numbers that are associated with specific debtors.

8.1.3 The OTA will provide the TPC with a daily report detailing all account payments made to the OTA; the TPC agrees to daily update delinquent account balances previously referred.

8.2 Delinquent Toll Violations

8.2.1 The OTA will provide a weekly list of accounts and specific violations to the TPC that are unresolved and aged to a Collections Status (Notification Date + 60 Days) in a format that is acceptable to both the OTA and the TPC. Each listing will include the balance due for each violation number along with all relevant data pertaining to the specific debtor and violation data along with two important reference numbers:

8.2.1.1 OID (Owner Identification) number; similar to an account number, and is specific to the individual or entity responsible for the violation debt.

8.2.1.2 VID (Violation Identification) number; similar to specific invoices grouped under the OID or account number and represents separate and distinct violation events with specific dollar amounts due for each number.

8.2.2 The OTA expects the TPC to collect said accounts and reference payments to specific Violation Identification numbers that are associated with specific Owner Identification numbers and debtors.

8.2.3 The OTA will provide the TPC with a weekly report detailing all payments made to the OTA along with all released violations for the previous week that the TPC needs to release from its collections process.

8.3 Delinquent PlatePay Invoices

8.3.1 The OTA or its agent TransCore will provide a daily or weekly list of accounts and associated invoices that are delinquent and have aged to a Collections Status (91-days past due) in a format that is acceptable to both the OTA and the TPC. Each listing will include the balance due for each account by invoice number along with all relevant data pertaining to the specific debtor and account.

8.3.2 The OTA expects the TPC to collect said accounts and reference payments to specific Invoice numbers that are associated with specific Account numbers and debtors.

8.3.3 The OTA will provide the TPC with a daily report detailing all account payments made to the OTA so the TPC can daily update delinquent account balances previously referred.
8.4 Accounts Released/Closed
   8.4.1 The OTA will provide a weekly list of accounts that have been administratively released (closed) after the accounts were referred to the TPC for collections in a format that is acceptable to both the OTA and the TPC.
   8.4.2 The TPC agrees to cease to attempt to collect these accounts; any PIKEPASS account referenced by Account Number, any Violation Account referenced by Owner ID Number including all associated Violation ID Numbers or any PlatePay account referenced by Account Number including all associated Invoice ID Numbers.
   8.4.3 The TPC agrees to invoice the OTA on a per account basis:
      8.4.3.1 Number of PIKEPASS accounts (referenced by PIKEPASS Account Number).
      8.4.3.2 Number of Violation Accounts (referenced by Owner ID Number).
      8.4.3.3 Number of PlatePay accounts (referenced by PlatePay Account Number).

9. INSURANCE REQUIREMENTS:
   9.1 The awarded contractor shall be required to maintain the following insurance coverage throughout the contract period to include any additional option periods:
   9.2 General Liability: One million Dollars ($1,000,000.)
   9.3 Professional Liability and Special Multi-Peril: One Million Dollars ($1,000,000.00).

10. MANDATORY PRE-BID PHONE CONFERENCE:
    10.1 Participation in the Pre-Bid phone conference is required. Responses to the RFP from bidders who do not participate in the Pre-Bid phone conference will not be considered.
    10.2 The Pre-Bid phone conference will take place on April 26, 2017 at 2:00pm CST.
    10.3 The call-in number is 405.521.4496; the conference code 831812 should be entered when prompted after dialing the call-in number.

11. SCHEDULE OF EVENTS:
    10.1 RFP Issue Date April 18, 2017
    10.2 Pre-Bid Phone Conference April 26, 2017
    10.3 Deadline for Questions May 1, 2017
    10.4 Deadline for Receipt of Proposal May 10, 2017 3:00pm CST
    10.5 Contract Award Date TBD (tentative May 23, 2017)
    10.5 Notice to Proceed TBD
    10.6 Start-up Date June 26, 2017
Mandatory Pricing Proposal Form
OTA RFP 2017 – 003
Third Party Collections

Company Making Proposal ___________________________________________
Address ___________________________________________
FEIN ___________________________________________
Contact Person ___________________________________________
Telephone ___________________________________________
Email ___________________________________________

Reference Section 7.6.5 (pages 7-8) for a brief explanation of the following account types and their estimated volumes:

<table>
<thead>
<tr>
<th>Account Type</th>
<th>Collection Rates &amp; Fees</th>
</tr>
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<tbody>
<tr>
<td>1. Delinquent PIKEPASS Accounts</td>
<td>_________________ %</td>
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<tr>
<td>2. Delinquent Toll Violations</td>
<td>_________________ %</td>
</tr>
<tr>
<td>3. Delinquent PlatePay Invoices</td>
<td>_________________ %</td>
</tr>
<tr>
<td>4. Accounts Released/Closed Fee</td>
<td>$___________ per account</td>
</tr>
</tbody>
</table>

Respondent may also submit an alternative proposal for all three delinquent account collections services and the Accounts Released/Closed Fee.

Print – Company Authorized Representative

Signature – Company Authorized Representative
Mandatory Proposal Requirements Checklist  
OTA RFP 2017 – 003  
Third Party Collections

The below table is a summary checklist for your proposal submission (and may not include all RFP requirements). The checklist is provided for your convenience and must be completed and returned with your proposal. Additional information or comments regarding a requirement should be addressed in your proposal.

<table>
<thead>
<tr>
<th>RFP Reference</th>
<th>Requirement</th>
<th>Comply (Y/N)</th>
<th>Proposal Location</th>
</tr>
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<tbody>
<tr>
<td>7.1</td>
<td>Proposal Submission</td>
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<td>7.2</td>
<td>Submit Information</td>
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<td>State Qualifications</td>
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<td>7.4</td>
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<td>Personnel</td>
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<td>7.6</td>
<td>Collection Services</td>
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<td>Performance Plan</td>
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<td>Reports Used</td>
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<td>Indemnify</td>
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<td>7.16</td>
<td>Expenditure Authorization</td>
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<td>7.17</td>
<td>Prohibit Credit Reporting for Violations</td>
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<td>7.19</td>
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<td>8.1</td>
<td>Delinquent PIKEPASS Accounts</td>
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<td>8.2</td>
<td>Delinquent Toll Violations</td>
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<td>8.3</td>
<td>Delinquent PlatePay Accounts</td>
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<td>8.4</td>
<td>Accounts Released/Closed</td>
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<td>9</td>
<td>Insurance (if Awarded Contract)</td>
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<td>Page 12</td>
<td>Pricing Proposal Form Completed</td>
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<tr>
<td>Page 14</td>
<td>Non-Collusion Bidding Certification Complete</td>
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OKLAHOMA TURNPIKE AUTHORITY
NON-COLLUSION BIDDING CERTIFICATION

STATE OF OKLAHOMA )
COUNTY____________________ ) SS

For purposes of competitive bids, I certify:

1. I am the duly authorized agent of ____________________________, the bidder submitting the competitive bid which is attached to this statement, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and state officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the bid to which this statement is attached;

2. I am fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and has been personally and directly involved in the proceedings leading to the submission of such bid; and

3. Neither the bidder nor anyone subject to the bidder’s direction or control has been a party to the following:
   a. Any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding;
   b. Any collusion with any state official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract; and
   c. Any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

I certify, if awarded the contract, whether competitively bid or not, that neither the Contractors nor anyone subject to the Contractor’s direction or control has paid, given, or donated or agreed to pay, give, or donate to any officer or employee of the State of Oklahoma any money or other thing of value, either directly or indirectly, in procuring the contract to which this statement is attached.

Certified this ______ day of __________________, 20____.

_________________________________
(Signature)

_________________________________
(Print Name) (Position in the Company)
Appendix A - Payments & Reports

Delinquent PIKEPASS Accounts

Payments & Releases
Payments on delinquent accounts are made to both the OTA and the TPC. Any account requiring an administrative release will be handled by the OTA.

Reports & Invoices
- OTA / Daily Payments Received & Releases
  Payments received by the OTA from account holders Released Accounts are electronically reported to the TPC daily.
- TPC / Bi-Monthly Reconciliation
  Payments received by both the OTA and the TPC are detailed for the reporting period and reflect both the net amount due the OTA and the fee amount due to the TPC. Accounts administratively released are also detailed and referenced.
- TPC / Bi-Monthly Invoice
  The total fees due the TPC should match the attached Bi-Monthly Reconciliation Report
- TPC / Monthly Recap
  Summary totals of placements, collections, commission fees and percentage recovery to date.

Remittance to OTA
- Gross collections received by the TPC are paid to the OTA bi-monthly.

Reports, Remittance & Invoice Delivery to the OTA
USPS: PIKEPASS CUSTOMER SERVICE CENTER
4401 W MEMORIAL RD – STE 130
OKLAHOMA CITY, OK 73134

Delinquent Toll Violation Accounts

Payments
Payments on delinquent accounts are made to both the OTA and the TPC. Any violation requiring an administrative release will be handled by the OTA.

Reports & Invoices
- OTA / Weekly Payments Received & Releases
  Payments received by the OTA and Released Violations are electronically reported to the TPC weekly.
- TPC / Bi-Monthly Reconciliation
  Payments received by both the OTA and the TPC are detailed for the reporting period and reflect the net amount due the OTA and the fee amount due to the TPC for each violation. Violations administratively released are also detailed and referenced.
- TPC / Bi-Monthly Invoice
  The total fees due the TPC should match the attached Bi-Monthly Reconciliation Report.
- TPC / Monthly Recap
  Summary totals of placements, collections, commission fees and percentage recovery to date.

Remittance to OTA
- Gross collections received by the TPC are paid to the OTA bi-monthly.

Reports, Remittance & Invoice Delivery to the OTA
USPS: PIKEPASS CUSTOMER SERVICE CENTER
4401 W MEMORIAL RD – STE 130
OKLAHOMA CITY, OK 73134

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Delinquent PlatePay Toll Invoices

Payments
Payments on delinquent accounts are made to both the OTA’s agent TransCore and the TPC. Any invoice requiring an administrative release will be handled by the OTA or its’ agent TransCore.

Reports & Invoices
- OTA-TransCore / Daily Payments Received & Releases
  Payments received by the OTA-TransCore from account holders along with Released Invoices are electronically reported to the TPC daily.
- TPC / Bi-Monthly Reconciliation
  Payments received by both the OTA-TransCore and the TPC are detailed for the reporting period and reflect both the net amount due the OTA and the fee amount due to the TPC for each PlatePay invoice. Invoices administratively released are also detailed and referenced.
- TPC / Bi-Monthly Invoice
  The total fees due the TPC should match the attached Bi-Monthly Reconciliation Report.
- TPC / Monthly Recap
  Summary totals of placements, collections, commission fees and percentage recovery to date.

Remittance to OTA
- Gross collections received by the TPC are paid to the OTA bi-monthly.

Reports, Remittance & Invoice Delivery to the OTA’s Third Party Agent (TransCore)
Remittance:
USPS:
OTA PLATEPAY
2705 W SAM HOUSTON PARKWAY NORTH
HOUSTON, TX    77043-1609

Reports & Invoice
EMAIL (.pdf)  denise.cole@transcore.com

Accounts Released / Closed
Reference each Delinquent Account Type (above)
# Appendix B

## Minimum Performance Standards

**For**

**Third Party Collector**

### GENERAL

<table>
<thead>
<tr>
<th>Ratio of accounts collected or resolved to accounts turned</th>
<th>50% collected during the first 180 days, calculated using a six month moving average.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts that have been contacted (by any method)</td>
<td>100%</td>
</tr>
</tbody>
</table>

### CONTACT WITH DEBTORS

<table>
<thead>
<tr>
<th>Letters sent to responsible debtors</th>
<th>Two letters</th>
</tr>
</thead>
<tbody>
<tr>
<td>First written collection notice mailed to validated address</td>
<td>Mailed within five business days of transmission</td>
</tr>
<tr>
<td>Calls made to validated phone number</td>
<td>Two calls</td>
</tr>
<tr>
<td>Verbal contact with responsible debtor</td>
<td>75% of accounts submitted during the first 60 days</td>
</tr>
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</table>

### CUSTOMER SERVICE

<table>
<thead>
<tr>
<th>Problem resolution</th>
<th>100% documented 85% resolve within three business days</th>
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</thead>
<tbody>
<tr>
<td>Disputed collection items returned to OTA from receipt of documentation</td>
<td>Within three business days</td>
</tr>
<tr>
<td>Turnover rate for permanent staff</td>
<td>No greater than 20% annualized</td>
</tr>
<tr>
<td>Number of bilingual staff members</td>
<td>At least one bilingual (English and Spanish) speaking staff scheduled at all times during the hours of operation</td>
</tr>
</tbody>
</table>