

REQUEST FOR PROPOSALS FOR

Debt Collection Services

ISSUING OFFICE

Pennsylvania Turnpike Commission

Finance and Administration Department

RFP NUMBER

RFP 15-10230-7272

DATE OF ISSUANCE

December 16, 2015

REQUEST FOR PROPOSALS FOR
Debt Collection Services

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PART I

GENERAL INFORMATION FROM PROPOSERS

PART I

I-1. Purpose. This request for proposals (RFP) provides interested Proposers with sufficient information to enable them to prepare and submit proposals for consideration by the Pennsylvania Turnpike Commission (the PTC) to retain under agreement one (1) qualified Contractor to perform debt collection services for delinquent Accounts and any other debt owed to the PTC.

At the time of this RFP, the PTC utilizes an agreement with two (2) separate contractors to perform debt collection services through the Commonwealth of Pennsylvania and the Office of the Attorney General (OAG). The PTC is seeking a new debt collection services contract with one (1) qualified Contractor planned to commence second quarter of 2016. The PTC may transfer any open debts from the two (2) current contractors to the new Contractor.

The Contractor shall be performing debt collection services on a non-exclusive basis. No assurance or guarantee is made to the selected Contractor regarding the number of Accounts placed, the dollar amounts of those Accounts, or the percentage of Accounts placed.

I-2. Issuing Office. This RFP is issued for the PTC by the Finance and Administration Department.

I-3. Scope. This RFP contains instructions governing the proposals to be submitted and the material to be included therein; a description of the services to be provided; requirements which must be met to be eligible for consideration; general evaluation criteria, and other requirements to be met by each proposal.

I-4. Problem Statement. The PTC is seeking proposals for debt collection services for delinquent toll payment and any other debt owed to the PTC. A scope of work is provided in Part IV.

The PTC's Contract Manager may authorize changes in processes and/or procedures from time to time as determined by operational needs. All such changes shall conform to applicable statutes and guidelines regarding the establishment and maintenance of such agreement.

I-5. Type of Contract. If a contract is entered into as a result of this RFP, the contract will be based on mutually agreed payment terms as a result of the proposal review and contracting process (see Section II-3). The PTC may in its sole discretion undertake negotiations with Proposers whose Proposals as to price and other factors show them to be qualified, responsible, and capable of performing the Work. A sample Contract is provided in Appendix A.

I-6. Contractor Integrity Provisions. Contractor Integrity Provisions will apply to this contract upon award and the awarded contractor will be required to complete a Background Qualifications Questionnaire prior to entering into an Agreement with the PTC and complete annual ethics training provided by the PTC. Proposers can find these two documents on the PTC's website at www.paturnpike.com (Doing Business, General Information, Integrity Provisions).

Include full disclosure of any potential conflict with the State Adverse Interest of State Advisor or Consultant Statute by the prime or any subconsultant. If there is no adverse interest you shall include

the following statement: "I have reviewed the State Adverse Interest Statute and determined that there is no adverse interest for anyone on this Agreement team."

I-7. Rejection of Proposals. The PTC reserves the right to reject any and all proposals received as a result of this request, or to negotiate separately with competing Proposers.

I-8. Subcontracting. Any use of subcontractors by a Proposer must be identified in the proposal. During the contract period, use of any subcontractors by the selected Proposer, which were not previously identified in the proposal, must be approved in advance in writing by the PTC.

A firm that responds to this solicitation as a prime may not be included as a designated subcontractor to another firm that responds to the same solicitation. **Multiple responses under any of the foregoing situations may cause the rejection of all responses of the firm or firms involved.** This does not preclude a firm from being set forth as a designated subcontractor to more than one prime contractor responding to the project advertisement.

I-9. Incurring Costs. The PTC is not liable for any costs the Proposer incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of contract.

I-10. Procurement Schedule of Events. The current Schedule for Key Procurement Dates for this procurement process leading to an award of the Contract is provided in Table I-1 below. The PTC reserves the right to make changes or alterations to this schedule as the PTC determines is in its best interest. All changes to these dates and/ or times will be issued as an addendum to this RFP and will become part of this RFP and will be posted to the PTC's website at www.paturndpike.com/procurement.

Unless otherwise posted as an addendum on the PTC website, the dates indicated below for submission of items or for other required actions on the part of a Proposer shall constitute absolute deadlines for those activities and failure to fully comply by the time and date stated shall cause a Proposer to be disqualified. All times stated are in Harrisburg PA local time.

Table I- 1: Key Procurement Dates

ACTIVITY	DATE	TIME
Request for Proposal Issued	December 16, 2015	N/A
Deadline for Proposers to Submit Final Questions	January 5, 2016	2:00 p.m.
Due Date for Proposals	January 21 , 2016	2:00 p.m.
If necessary, Oral Clarifications/Presentations	February 10 and February 11 , 2016	TBD
Anticipated Contract Award	March 15, 2016	N/A
Anticipated Notice to Proceed	May 18, 2016	N/A

I-11. Questions and Answers. Written questions may be submitted to clarify any points in the RFP which may not have been clearly understood. Written questions should be submitted by email to RFP-Q@paturndpike.com with **RFP 15-10230-7272 Debt Collection Services** in the Subject Line to be received no later than date and time provided in Section 1.10 Procurement Schedule of Events, Table I-1 Key Procurement Dates. All questions and written answers will be posted to the website as an addendum to and become part of this RFP.

I-12. Addenda to the RFP. If it becomes necessary to revise any part of this RFP before the proposal response date, addenda will be posted to the PTC's website under the original RFP document number. It is the responsibility of the Proposer to periodically check the website for any new information or addenda to the RFP.

The PTC may revise a published advertisement. If the PTC revises a published advertisement less than ten days before the RFP due date, the due date will be extended to maintain the minimum ten-day advertisement duration if the revision alters the project scope or selection criteria. Firms are responsible to monitor advertisements/addenda to ensure the submitted proposal complies with any changes in the published advertisement.

I-13. Response. To be considered, proposals must be delivered to the Pennsylvania Turnpike Commission's Contracts Administration Department, Attention: Wanda Metzger, on date and time provided in Section 1.10 Procurement Schedule of Events, Table I-1 Key Procurement Dates.

Overnight Delivery Address:
Contracts Administration Department
Attn: Wanda Metzger
PA Turnpike Commission
700 South Eisenhower Blvd.
Middletown, PA 17057

US Mail Delivery Address:
Contracts Administration Department
Attn: Wanda Metzger
PA Turnpike Commission
P.O. Box 67676
Harrisburg, PA 17106

Please note that use of U.S. Mail, FedEx, UPS, or other delivery method, does not guarantee delivery to the Contracts Administration Department by the above listed time for submission. Proposers mailing proposals should allow sufficient delivery time to ensure timely receipt of their proposals. If the PTC office location to which proposals are to be delivered is closed on the proposal response date, due to inclement weather, natural disaster, or any other cause, the deadline for submission shall be automatically extended until the next PTC business day on which the office is open. Unless the Proposers are otherwise notified by the PTC, the time for submission of proposals shall remain the same.

I-14. Proposals. To be considered, Proposers should submit a complete response to this RFP, using the format provided in PART II. Each proposal should be submitted in eight (8) hard copies of the Technical Submittal, eight (8) hard copies of the Diverse Business (DB) participation submittal, and eight (8) hard copies of the Cost Proposal. In addition to the hard copies of the proposal, two complete and exact copies of the entire proposal (Technical, Cost and DB submittals, along with all requested documents) on CD-ROM or Flash Drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the hard copy. Proposer should ensure that there is no cost information in the Technical Submittal. The CD or Flash drive should clearly identify the Proposer, the RFP name and number and include the name and version number of the virus scanning software that

was used to scan the CD or Flash drive before it was submitted. The Proposer shall present the proposal to the Contracts Administration Department only. No other distribution of proposals will be made by the Proposer. Each proposal page should be numbered for ease of reference.

An official authorized to bind the Proposer to its provisions must sign the proposal. If the official signs the Proposal Cover Sheet (Appendix B to this RFP) and the Proposal Cover Sheet is attached to the proposal, the requirement will be met. For this RFP, the proposal must remain valid for at least 180 days. Moreover, the contents of the proposal of the selected Proposer will become contractual obligations if a contract is entered into.

Each and every Proposer submitting a proposal specifically waives any right to withdraw or modify it, except as hereinafter provided. Proposals may be withdrawn by written or fax notice (fax number (717) 986-8714) received at the PTC's address, as shown in Section I-13 Response, for proposal delivery prior to the exact hour and date specified for proposal receipt.

However, if the Proposer chooses to attempt to provide such written notice by fax transmission, the PTC shall not be responsible or liable for errors in fax transmission. A proposal may also be withdrawn in person by a Proposer or its authorized representative, provided his/her identity is made known and he/she signs a receipt for the proposal, but only if the withdrawal is made prior to the exact hour and date set for proposal receipt. A proposal may only be modified by the submission of a new sealed proposal or submission of a sealed modification which complies with the requirements of this solicitation.

I-15. Economy of Preparation. Proposals should be prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP. Please refer to Table II.1 Proposal Page Limitations for more detailed information.

I-16. Discussions for Clarification. Proposers who submit proposals may be required to make an oral or written clarification of their proposals to the Issuing Office through the Contract Administration Department to ensure thorough mutual understanding and Proposer responsiveness to the solicitation requirements. The Issuing Office through the Contract Administration Department will initiate requests for clarification. Planned dates for Oral Presentations are provided in Section 1.10 Procurement Schedule of Events, Table 1-1 Key Procurement Dates. The PTC may choose to not schedule any oral presentations or to schedule them with only selected Proposers.

I-17. Best and Final Offers. The Issuing Office reserves the right to conduct discussions with Proposers for the purpose of obtaining "best and final offers." To obtain best and final offers from Proposers, the Issuing Office may do one or more of the following: a) enter into pre-selection negotiations; b) schedule oral presentations; and c) request revised proposals. The Issuing Office will limit any discussions to responsible Proposers whose proposals the Issuing Office has determined to be reasonably susceptible of being selected for award.

I-18. Prime Proposer Responsibilities. The selected Proposer will be required to assume responsibility for all services offered in its proposal whether or not it produces them. Further, the PTC will consider the selected Proposer to be the sole point of contact with regard to contractual matters.

I-19. Proposal Contents. Proposals will be held in confidence and will not be revealed or discussed with competitors, unless disclosure is required to be made (i) under the provisions of any Commonwealth or United States statute or regulation; or (ii) by rule or order of any court of competent jurisdiction. All material submitted with the proposal becomes the property of the Pennsylvania Turnpike Commission and may be returned only at the PTC's option. Proposals submitted to the PTC may be reviewed and evaluated by any person other than competing Proposers at the discretion of the PTC. The PTC has the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

In accordance with the Pennsylvania Right-to-Know Law (RTKL), 65 P.S. § 67.707 (Production of Certain Records), Proposers shall identify any and all portions of their Proposal that contains confidential proprietary information or is protected by a trade secret. Proposals shall include a written statement signed by a representative of the company/firm identifying the specific portion(s) of the Proposal that contains the trade secret or confidential proprietary information.

Proposers should note that "trade secrets" and "confidential proprietary information" are exempt from access under Section 708(b)(11) of the RTKL. Section 102 defines both "trade secrets" and "confidential proprietary information" as follows:

Confidential proprietary information: Commercial or financial information received by an agency: (1) which is privileged or confidential; **and** (2) the disclosure of which would cause substantial harm to the competitive position of the person that submitted the information.

Trade secret: Information, including a formula, drawing, pattern, compilation, including a customer list, program, device, method, technique or process that: (1) derives independent economic value, actual or potential, from not being generally known to and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use; **and** (2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. The term includes data processing software by an agency under a licensing agreement prohibiting disclosure.

65 P.S. §67.102 (emphasis added).

The Office of Open Records has determined that a third party must establish a trade secret based upon factors established by the appellate courts, which include the following:

- the extent to which the information is known outside of his business;
- the extent to which the information is known by employees and others in the business;
- the extent of measures taken to guard the secrecy of the information;
- the value of the information to his business and to competitors;
- the amount of effort or money expended in developing the information; and
- the ease of difficulty with which the information could be properly acquired or duplicated by others.

See Crum v. Bridgestone/Firestone North Amer. Tire., 907 A.2d 578, 585 (Pa. Super. 2006).

The Office of Open Records also notes that with regard to "confidential proprietary information" the standard is equally high and may only be established when the party asserting protection shows that

the information at issue is either ‘commercial’ or ‘financial’ and is privileged or confidential, and the disclosure **would** cause substantial competitive harm.” (emphasis in original).

For more information regarding the RTKL, visit the Office of Open Records’ website at www.openrecords.state.pa.us.

I-20. Debriefing Conferences. Proposers whose proposals are not selected will be notified of the name of the selected Proposer and given the opportunity to be debriefed, at the Proposer’s request. The Issuing Office will schedule the time and location of the debriefing. The Proposer will not be compared with other Proposers.

I-21. News Releases. News releases pertaining to this project will not be made without prior PTC approval, and then only in coordination with the Issuing Office.

I-22. PTC Participation. Unless specifically noted in this section, Proposers must provide all services to complete the identified work. The PTC shall furnish the Proposer access to key personnel and relevant documents for performing the Services. The PTC will also make meeting space available for periodic meetings between the PTC and the Proposer; however, Proposer shall conduct all work off-site and will not be provided facilities and logistical support by the PTC.

I-23. Cost Proposal. The Cost Proposal shall be placed in a separately sealed envelope within the sealed proposal and kept separate from the technical submittal.

I-24. Term of Contract. The term of the contract will commence on the Effective Date (as defined below) and will continue for a base term of five (5) years, followed by two (2) three-year optional extensions. The PTC shall fix the Effective Date after the contract has been fully executed by the Contractor and by the PTC and all approvals required by PTC contracting procedures have been obtained.

I-25. Proposer’s Representations and Authorizations. Each Proposer by submitting its proposal understands, represents, and acknowledges that:

- A. All information provided by, and representations made by, the Proposer in the proposal are material and important and will be relied upon by the Issuing Office in awarding the Contract. Any misstatement, omission or misrepresentation shall be treated as fraudulent concealment from the Issuing Office of the true facts relating to the submission of this proposal. A misrepresentation shall be punishable under 18 Pa. C.S. 4904.
- B. The payment amount of this proposal has been arrived at independently and without consultation, communication or agreement with any other Proposer or potential Proposer.
- C. Neither the payment amount of the proposal, nor the approximate payment amount of this proposal, has been disclosed to any other firm or person who is a Proposer or potential Proposer, and they will not be disclosed on or before the proposal submission deadline specified in the response section of this RFP.
- D. No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal lower than this proposal, or to

submit any intentionally low or noncompetitive proposal or other form of complementary proposal.

- E. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Proposer, the Proposer, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four (4) years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as disclosed by the Proposer in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Proposer and except as otherwise disclosed by the Proposer in its proposal, the Proposer has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Proposer that is owed to the Commonwealth.
- H. The Proposer is not currently under suspension or debarment by the Commonwealth, or any other state, or the federal government, and if the Proposer cannot certify, then it shall submit along with the proposal a written explanation of why such certification cannot be made.
- I. The Proposer has not, under separate contract with the Issuing Office, made any recommendations to the Issuing Office concerning the need for the services described in the proposal or the specifications for the services described in the proposal.
- J. Each Proposer, by submitting its proposal, authorizes all Commonwealth agencies to release to the PTC information related to liabilities to the Commonwealth including, but not limited to, taxes, unemployment compensation, and workers' compensation liabilities.

I-26. Indemnification. The Proposer shall be responsible for, and shall indemnify, defend, and hold harmless the PTC and its Commissioners, officers, employees, and agents from any claim, liability, damages, losses, causes of action, and expenses, including reasonable attorneys' fees, arising from damage to life or bodily injury or real or tangible personal property caused by the negligence or other tortious acts, errors, and omissions of Proposer, its employees, or its subcontractors while engaged in performing the work of this Agreement or while present on the PTC's premises, and for breach of this Agreement regarding the use or nondisclosure of proprietary and confidential information where it is determined that Proposer is responsible for any use of such information not permitted by this Agreement. The indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for Contractor or its subcontractors under Workmen's Compensation Acts, Disability Benefits Acts, or other Employee Benefit Act.

I-27. Insurance. Proposer will comply with the Insurance requirements as described in Appendix C – Minimum Insurance Requirements.

I-28. Diverse Business (DB) Requirements. Proposer will comply with the DB Requirements as described in Appendix D – Diverse Business (DB) Requirements.

PART II

INFORMATION REQUIRED FROM PROPOSERS

PART II

Proposals must be submitted in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. All cost data relating to this proposal and all Diverse Business data, including any cost data, should be kept separate from and not included in the Technical Submittal. Each proposal shall consist of three separately sealed submittals:

1. Technical Submittal, which shall be a response to RFP **Part II, Section II-1, A-G**;
2. Diverse Business Participation Submittal, in response to RFP **Part II, Section II-2**; and
3. Cost Proposal, in response to RFP **Part II, Section II-3**.

The PTC reserves the right to request additional information which, in the PTC's opinion, is necessary to assure that the Proposer's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The PTC may make such investigations as deemed necessary to determine the ability of the Proposer to perform the work, and the Proposer shall furnish to the Issuing Office all such information and data for this purpose as requested by the PTC. The PTC reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Proposer fails to satisfy the PTC that such Proposer is properly qualified to carry out the obligations of the agreement and to complete the work specified.

II-1 Technical Submittal.

A. Economy of Preparation and Page Limitations

Proposals shall be prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP. To that end each Technical Proposal Sections 1-4 shall be limited to 25 pages. Portions of the Proposal that are excluded from these page limitations are shown below in Table II-1 Proposal Page Limitations.

Table II-1 Proposal Page Limitations

Proposal Sections to be Completed by a Proposer	Excluded from Page Count Limitations
Proposal Cover Sheet	• All
Executive Summary	• All
Table of Contents	• All
Proposal Section 1: Firm Overview	• No Exclusions
Proposal Section 2: Personnel	
Proposal Section 3: Relevant Experience and Expertise	
Proposal Section 4: Approach	
Attachments 1-3	• All
Price Proposal	• All

B. Technical Proposal Format and Contents

The Technical Proposal shall be submitted in the format shown below. Each bulleted item designates a specific and separate section to be included in the Proposal:

- **Proposal Cover Sheet (See Appendix B)**

Show the name of your firm, Federal I.D. number, address, name of contact person, contact person's email and telephone number date and the subject: **Debt Collection Services, RFP 15-10230-7272**. Appendix B must be signed by an individual who is authorized to negotiate terms, render binding decisions and commit your firm's resources. In addition it is required that all information requested in Appendix B be provided including information pertaining to location of office performing the work, contact information, listing of all Pennsylvania offices and total number of Pennsylvania employees, and location of company headquarters.

- **Proposal Executive Summary**

Summarize your understanding of our organization, your understanding of the work to be done and make a positive commitment to perform the work necessary. This section should summarize the key points of your submittal. (Limit to two pages.)

- **Proposal Table of Contents**

Include a clear identification of the material by section and by page number.

- **Proposal Section 1: Firm Overview**

Provide a brief history and description of your firm's business organization and its debt collection services expertise and years of experience as it relates to the requirements discussed in Part IV of this RFP. Include the location of offices and the number and types of consultants or other relevant professional staff in each office. Discuss your firm's presence in and commitment to the Commonwealth of Pennsylvania. Include a discussion of the specific expertise and services that distinguish your firm.

- **Proposal Section 2: Personnel**

Provide the following related to the personnel to be provided for the PTC's services:

1. Names, proposed roles, background and experience, current professional licenses, office location and availability of the personnel that would perform the debt collection services as described in Section IV of this RFP.
2. Specifically identify the primary person(s) who will be responsible for managing the relationship with the PTC during this endeavor.
3. Proposer must submit a current resume for all proposed staff listing relevant experience and applicable professional affiliations.
Provide an organization chart that shows the organization structure and staffing specific to the project.

- **Proposal Section 3: Relevant Experience and Expertise**

Provide the following related to Experience and Expertise:

1. A narrative statement regarding your expertise and experience with debt collection services as it relates to Part IV of this RFP.
2. A statement regarding your understanding of the requirements as outlined in this RFP and your ability to provide debt collection services in accordance with the same.
3. A description of your firm's experience in providing similar debt collection services to other clients, especially other governmental entities and/or similar public/private sector transportation organizations.
4. A list of three references of clients for which your firm has performed similar work, as described in this RFP, within the past three years. Please include contact name and phone number of the client.
5. A statement regarding any other specialized debt collection services your firm may offer.

- **Proposal Section 4: Approach**

Provide the following related to Approach:

1. A detailed description of the methods/approach utilized in the debt collection services process including, but not limited to, sample scripts for all planned verbal and written communications with customers. Include in this section any other tasks that will be performed.
2. A description of all of the reports and deliverables that you will provide as an output of the project. Provide relevant samples of deliverables from similar projects that your firm was primarily responsible for producing.
3. The PTC has developed questions for the Proposers to respond to in their proposal. Proposals shall include all pertinent information required to fully answer the questions.

Question 1: Collection Process

- a. Describe the collection process you will follow to collect PTC's debt. Include descriptions of all planned types of outbound customer communication that will be employed (for example, automated phone calls, CSR calls, letters, and postcards) as well as how often follow-up communication will occur.
- b. During what hours will outbound calls be made?
- c. What are your standards for tracking how you return customer calls?
- d. Will the same process be followed for each Placement? If not, what are the exceptions and why?

Question 2: Toll Debt Experience and Collection

- a. Describe your experience with collecting toll debt. If you do not have experience collecting toll debt, describe your experience collecting other debt and how it is similar to toll debt.
- b. What is your proposed Collection Rate (with Collection Rate as shown in Part IV, Work Statement, Section 11, Collection Rate) What is the basis for this proposed Collection Rate? Are you achieving this Collection Rate today with toll or other similar debt on other projects? Please provide specific examples.

Question 3: Subcontractors

- a. Do you plan to utilize any subcontractors for this project? If so, please identify them and the portions of the Work that they will be providing.
- b. Describe subcontractor qualification and experience with such Work.

Question 4: Quality Assurance and Quality Control (QA/QC)

- a. What are your QA/QC procedures?
- b. How will you implement these procedures?
- c. Please detail the activities related to these procedures in terms of what happens to a Placement from the time your agency receives it until the time of collection.
- d. Include as Proposal Attachment 1 the Proposer's latest Reporting on Controls at a Service Organization (SOC1) "Type 2" demonstrating that an independent audit has been performed in accordance with Statement on Standards of Attestation Engagements No. 16 (SSAE 16). The report shall be dated no more than thirteen (13) months prior to the date of the proposal.
- e. Include as Proposal Attachment 2 the Proposer's latest Payment Card Industry (PCI) Report on Compliance (ROC) demonstrating that an independent audit has been performed in accordance with Payment Card Industry Data Security Standards (PCI DSS). The latest report shall be dated no more than thirteen (13) months prior to the date of the proposal.
- f. Include as Proposal Attachment 3 the Proposer's latest third-party vulnerability scan summary report, demonstrating that vulnerability scans have been performed in accordance with PCI. The latest vulnerability scans shall be dated no more than four months before the date of the proposal. Proposers should redact any information that is confidential and/or could impact system security.

Question 5: Information Exchange with the PTC

The PTC would like to promote close collaboration and exchange of information on placed debts between you and the PTC.

- a. Describe your proposed process for the exchange of information.
- b. Describe what security measures will be in place to protect customer data.

Question 6: Skip Tracing Services

- a. Describe your proposed process for skip-tracing services as well as the level of services and what services will be included.

Question 7: Credit Report Marking

- a. The PTC may decide to mark credit reports. How does the PTC decision regarding credit report marking impact your debt collection process and/or results?
- b. Describe your process for marking a credit report. Describe your process for removing a mark upon resolution by the Debtor.

- c. In the case of an error, describe what options are available to remove a mark more quickly.
- d. The PTC may utilize minimum amounts due and type of debt such as E-ZPass, Toll by Plate, Violations, Certificate of Passage (COPs), Disabled Vehicles (DV) or Other (debts) in determining whether a credit report should be marked. What other criteria would you recommend the PTC consider?

Question 8: Escrow Accounts

- a. Describe your process for controlling and managing PTC funds and how the PTC will be able to identify and audit these funds.

Question 9: Debtor Check Payments

- a. Describe your process for identifying, distinguishing and tracking Debtor check payments for the following different types of debt: delinquent E-ZPass Account, Toll by Plate, toll Violations, and Certificates of Passage (COPs), Disabled Vehicles (DV), and Other.

- **Attachments**

Attachment 1: Controls at a Service Organization (SOC1) "Type 2" Report

Attachment 2: PCI Report

Attachment 3: PCI Vulnerability Scan

II-2 Diverse Business (DB) Requirements (Appendix D). The PTC's Diverse Business (DB) Requirements for this procurement and a resulting contract are identified in Appendix D. There is no minimum participation level (MPL) for DBs established for this contract. However, the utilization of DBs are encouraged and will be considered as a criteria in the evaluation of proposals and may be considered as a factor in the PTC's selection of a firm for this contract.

The proposer must include in its DB participation submittal that it meets the requirements set forth in the PTC's DB Requirements - Appendix D. In particular, the proposer shall address the section of the DB Requirements labeled, "Actions Required by Proposer during the procurement/consultant selection phase". In addition, the DB participation submittal shall indicate the amount of DB participation incurred in the proposal in terms of dollars committed or percentage of total contract amount.

II-3 Cost Proposal. The PTC is seeking input from the Proposer for pricing terms in regards to their Collection Agency Commission, such as percentage based or fixed fee plus percentage per Account. Appendix E contains PTC Historical Collections Placement Data for FY2014 - FY2016. Anticipated changes that could affect debt volumes are also discussed in Section IV Work Statement. PTC will evaluate the Proposer's price proposal based on PTC assumed debt volumes shown below in order to compare proposals; however, PTC does not guarantee or represent that these volumes will actually occur. The Proposer has the option of providing either one or two pricing approaches. The information requested in this section shall constitute your cost submittal.

The Proposer shall clearly identify in its Cost Proposal the following items in the order identified below:

1. The proposed pricing terms for:
 - a. Option 1
 - b. Option 2 (if not applicable, stated “N/A”).
2. A detailed description of each option and of the option’s terms and any conditions that could affect the pricing (such as minimum volumes).
3. An example of how each option would work both mathematically and in practice, using the following sample volumes for evaluation purposes only.

Annual Debt Volume

676,000 placed debts

Annual Debt Dollars

\$41.6 million

4. Provide any assumed processes (state any assumptions).
5. Identify where this pricing has been used elsewhere by your firm.

The Cost Proposal shall be placed in a separate sealed envelope within the sealed proposal, and on a CD-ROM or Flash Drive, separate from the technical submittal.

Proposers should **not** include any assumptions in their Cost Proposal submittals. If the Proposer includes assumptions in its Cost Proposal submittal, the Issuing Office may reject the proposal. Proposers should direct in writing to the Issuing Office pursuant to Part I-11, Questions and Answers of this RFP any questions about whether a cost or other component is included or applies. All Proposers will then have the benefit of the Issuing Office’s written answer so that all proposals are submitted on the same basis.

The selected Proposer shall only perform work on this contract after the Effective Date is affixed and the fully-executed Contract sent to the selected Proposer. The PTC shall issue a written Notice to Proceed to the selected Proposer authorizing the work to begin on a date which is on or after the Effective Date. The selected Proposer shall not start the performance of any work prior to the date set forth in the Notice to Proceed and the PTC shall not be liable to pay the selected Proposer for any service or work performed or expenses incurred before the date set forth in the Notice to Proceed. No PTC employee has the authority to verbally direct the commencement of any work under this Contract.

PART III

CRITERIA FOR SELECTION

PART III

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal shall be (a) timely received from a Proposer and (b) properly signed by the Proposer.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in Section III-1 above (a and b) are the only RFP requirements that the PTC will consider to be non-waivable. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in the proposal, (2) allow the Proposer to cure the nonconformity, or (3) consider the nonconformity in the evaluation of the proposal.

III-3. Proposal Evaluation. Proposals will be reviewed, evaluated, and rated by a Technical Evaluation Team (TET) of qualified personnel based on the evaluation criteria listed below. The TET will present the evaluations to the Professional Services Procurement Committee (PSPC). The PSPC will review the TET's evaluation and provide the PTC with the firm(s) determined to be highly recommended for this assignment.

The PTC will select the most highly qualified firm for the assignment or the firm whose proposal is determined to be most advantageous to the PTC by considering the TET's evaluation and the PSPC's determination as to each firm's rating. In making the PSPC's determination and the PTC's decision, additional selection factors may be considered taking into account the estimated value, scope, complexity and professional nature of the services to be rendered and any other relevant circumstances. Additional selection factors may include, when applicable, the following: geographic location and proximity of the firm, firm's Pennsylvania presence or utilization of Pennsylvania employees for the assignment; equitable distribution of work; diversity inclusion; and any other relevant factors as determined as appropriate by the PTC.

Award will only be made to a Proposer determined to be responsive and responsible in accordance with Commonwealth Management Directive 215.9, Contractor Responsibility Program.

III-4. Evaluation Criteria. The following criteria will be used, in order of relative importance from the highest to the lowest, in evaluating each proposal:

1. Approach
 - a. Understanding of the PTC's needs and scope of work.
 - b. Soundness of proposed approach, methodology, and deliverables for debt collection services as it relates to the requirements discussed in Part IV of this RFP.
 - c. Quality, completeness and applicability of sample deliverables provided.
 - d. Responsiveness, organization, and clarity of Proposal.
2. Proposer and Personnel Qualifications and Experience
 - a. Proposer's relevant experience and expertise in debt collection services as it relates to the requirements discussed in Part IV of this RFP.
 - b. Qualifications, experience and competency of professional personnel who will be assigned to the contract by the Proposer including tenure with firm, length of time in the industry and type of experience.

c. Response of references if the PTC elects to solicit them.

3. Cost

While this area is weighted heavily, it will not necessarily be the deciding factor in the selection process. The PTC reserves the right to select a proposal based upon all the factors listed, and will not necessarily choose the firm based on its Cost Proposal. The PTC will select the firm with the proposal that best meets its needs, at the sole discretion of the PTC.

4. Commitment to Diversity and Inclusion.

This refers to the inclusion of DB firms, as described in Part II-2. Participation may be measured in terms of percentage of total contract to certified DB firms.

PART IV WORK STATEMENT

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1. General Description of Debt Collection Services Scope

This scope of work is for the provision of debt collection services for the Pennsylvania Turnpike Commission, hereafter referred to as PTC, for delinquent toll payment and any other debt owed to the PTC. The PTC operates a toll collection system that consists of E-ZPass transactions, Non-E-ZPass image-based transactions and cash-based, ticket system transactions. Non-E-ZPass image transactions on Cashless Toll facilities can result in Toll by Plate transactions and Non-E-ZPass image transactions on ticket facilities can result in Violation transactions. Not all customers with Toll by Plate or E-ZPass Accounts, Violations, Certificates of Passage (COP), Disabled Vehicles (DV) settle their balance by the due date necessitating the services of an external Collection Agency.

2. Definitions

- **Account:** A debtor Account created by the Contractor at the time of Placement on the Contractor's system.
- **Agreement:** The contract between PTC and the Contractor for debt collection services.
- **Approval:** The PTC's written authorization.
- **Assignment:** When debt has been referred by PTC to the Contractor it shall be considered to be assigned.
- **Back-Charge:** A billing made to collect an expense incurred in a previous billing period. A back charge may be an adjustment due to an error, or it may be to collect an expense that was not billable until a later period due to timing issues.
- **Business Days / Weekdays / Work Days:** The words "Business Days", "Weekdays", or "Work Days" shall mean Monday through Friday, excluding any PTC-observed holidays falling on Monday through Friday.
- **Cashless Tolling:** A tolling system whereby vehicles traveling through the toll lanes will pay either through the use of a Transponder or a Toll by Plate invoice based on an image captured of the vehicle's license plate.
- **Certificate of Passage (COP):** PTC will issue a Certificate of Passage to a customer when the customer does not have any form of payment while traveling along the mainline PTC system.
- **Collection Rate:** The percentage of successful collection of outstanding debts owed to PTC.
- **Collection Agency Commission:** The Collection Agency payment for its collection effort in accordance with this Agreement.
- **Commission's Collection Fee:** An amount that is added to the debt by PTC when the debt is placed with the Collection Agency.
- **Contract Manager:** The PTC staff person assigned to manage this Contract.
- **Contractor:** The Collection Agency contracted to provide debt collection services under this Agreement. Also referred to as "Contractor".

- **Customer Service Center:** Primary operations location where payment processing occurs and where customer service representatives handle calls and other forms of customer contact related to customer inquiries, including debts relating to E-ZPass accounts, Toll by Plate accounts, and Violations.
- **Debtor:** A customer who owes money to PTC and has a debt or legal obligation to pay an amount to PTC.
- **Disabled Vehicles:** Vehicles along the Pennsylvania Turnpike system that require services (for example, vehicle removal for which debts may be incurred).
- **E-ZPass Account:** An account (typically with a prepaid balance) established by a customer with an E-ZPass Group Agency, whereby the customer is issued an E-ZPass Transponder to be read electronically when the customer passes through any E-ZPass Group agency's toll lanes. The ensuing toll transaction is recorded and charged to the customer E-ZPass Account.
- **Identifiers:** PTC groups the debt that has been placed with the Collection Agency into categories by types of debt called Identifiers. These Identifiers include VI – Violation, T – Toll-by-Plate, IF – E-ZPass Insufficient, C – Certificate of Passage (COP), and DV – Disabled Vehicle.
- **Minimum Collections Rate:** The Collection Rate established that the Contractor has committed to collect under the Contract.
- **Newly-Assigned Debt:** Newly-Assigned debt is the Placement of customer debt that has not previously been placed with the Collection Agency by PTC.
- **Offer-in-Compromise:** A customer has the ability to submit a request to compromise the amount of money owed to the PTC on a placed debt. PTC will determine whether or not to accept or reject the offer.
- **Partially Collected:** A debt shall be deemed Partially Collected if at least fifty percent (50%) of all amounts assigned on an Account has been collected a six-month period.
- **Pay-Directs:** A payment that is received by the PTC after the debt has been placed with the Contractor.
- **PTC:** The Pennsylvania Turnpike Commission.
- **Placement:** When a debt is Assigned it is considered placed.
- **PTC Legal:** A status given by PTC for egregious violators. When this status is assigned, PTC may remove the debt from the Contractor and may determine to pursue legal action through a third party.
- **Services:** The work provided by the Contractor under this Scope of Work and the Debt Collection Agreement.
- **Toll By Plate Account:** An account that is based on an image of a vehicle license plate. See Unregistered Toll by Plate Account.
- **Transponder:** Electronic radio frequency identification (RFID) device mounted in the Account holder's vehicle used in designated toll lanes to electronically pay a toll.

- **Unregistered Toll by Plate Account (UTA):** A postpaid account that is created based on travel that has occurred on PTC's Cashless Tolling facilities. Registered Owner of Vehicle (ROV) information is obtained from the Department of Motor Vehicles (DMV) and transactions are posted to the Account based on identification of the license plate number from images of the vehicle's license plate.
- **Vendor:** The Collection Agency contracted to provide debt collection services under this Agreement. Also referred to as "Contractor".
- **Violation:** A transaction that occurs when a vehicle exits the system through an E-ZPass lane without a valid E-ZPass transponder.

3. Debt Volumes

Debt volumes for PTC will be the combination of volumes generated from the current operations plus future impacts of the implementation of Cashless Tolling and other factors. The PTC has planned Cashless Tolling implementation at the Delaware River Bridge (DRB) in 2016. Due to additional improvements on the DRB project scheduled for completion in 2018, a step increase in volumes is anticipated. Additional conversions of facilities to Cashless Tolling and system-wide improvements outside of the Cashless tolling program may take place in the future causing further step increases. Additionally, factors including but not limited to traffic growth, toll rate adjustments, customer behavior, payment trends and other factors can play a role in realized total debt volumes.

Based on current conditions prior to Cashless Tolling implementation, the PTC anticipates, but does not guarantee, that the current system could result in forwarding debts of 7,500 to 12,000 per week, representing total dollar amounts of \$450,000 to \$725,000 per week. The addition of the DRB project approximates 1,000 additional forwarded debts per week, representing total dollar amounts of around \$75,000 per week in 2016.

The PTC will provide the Contractor with Newly-Assigned Debts on a weekly basis. The weekly transmission from the PTC to the Contractor will include a complete update of all Debts previously assigned to the Contractor as well as any Newly-Assigned Debts.

4. Placement of Debts and Operational Procedures

4.1 General

The Contractor shall provide debt collection services for E-ZPass and Toll by Plate Accounts, Violations, Certificates of Passage (COPs), and Disabled Vehicles (DV) and any other debt owed to the PTC, which the PTC assigns to the Contractor. The Contractor shall accept the assignment of all debts, which the PTC chooses to assign, whether the Debtor resides in or out of Pennsylvania. The Contractor is prohibited from initiating legal action out of or within Pennsylvania on behalf of the PTC for such debt.

The PTC will place debts with the Contractor; however the PTC is not obligated to place any debt with the Contractor and is free to use other collection agencies and collection services. The PTC may request, at any time and for any reason (such as in the case of egregious Violators), the return of a placed debt. If such a request is made, the Contractor shall immediately return the debt and cease all collection activity for that debt and the Contractor will not receive any commission for that effort to collect.

The PTC reserves the right to change the operational procedures and requirements on placed debt as well as, protocol, electronic file format, and time-period for the transmission of funds collected by the Contractor at any time during this agreement with a minimum of thirty (30) days written notice. The Contractor must notify the PTC in writing and obtain approval if additional time may be required in order to execute the requested changes. The PTC's Contract Manager may authorize changes in processes and/or procedures from time to time as determined by operational needs.

4.2 Types of Debt

The Contractor's solution shall provide for separate billing cycles for delinquent E-ZPass Account debts, Toll by Plate debts, toll Violation transactions, and Certificates of Passage (COPs), Disabled Vehicles (DV), and Other. The Contractor will be working with up to two (2) different entities for the types of debts listed below. In some cases, the Contractor will work directly with the PTC Finance Department and in other cases they will work with PTC's current CSC contractor. Details for each of the six (6) types of debt are below:

1. **E-ZPass:** A prepaid E-ZPass account goes negative because the customer has not added money manually to the account balance and/or the credit card tied to the account is invalid. Once an insufficient balance has accrued, the PTC will send at least two notices within a 60 day period to the customer. After the last notice sent, the unpaid debt will be sent to the Contractor only if the minimum threshold (currently \$10) is met.
2. **Toll by Plate:** Debts resulting from overdue Toll by Plate bills include both a toll and a fee component. Debts that remain unpaid after two (2) invoice cycles (or 60 days) and qualify for collections are automatically sent to the Contractor provided the Account balance meets the minimum threshold (currently greater than \$5.00).
3. **Violation:** Violation notices that remain unpaid after two billing cycles (currently 60 days) will be placed with the Collection Agency.
4. **Certificates of Passage (COPs):** The PTC will send the Debtor up to two notices within a 60 day period in order to collect payment on a COP. After the final notice, the debt will be transferred to the Contractor.
5. **Disabled Vehicles (DV):** Debts resulting from services provided to the disabled vehicle along the Pennsylvania Turnpike system.
6. **Other:** To be determined by the PTC.

The PTC will utilize the following Identifiers in order to categorize the types of debt and identify the appropriate PTC staff to make decisions about the debt.

- IF – E-ZPass Insufficient,
- T – Toll by Plate (TBP),
- VI – Violation,
- C – Certificate of Passage (COP),
- DV – Disabled Vehicle, and

- Other

4.3 Debt Placement

Placements are made on a periodic basis up to daily, using an electronic file exchange. The Contractor will receive the electronic file exchange from both the PTC and the PTC's back office Contractor. The Contractor shall acknowledge the receipt and processing of the file, as identified in the Interface Control Document (ICD) File Format document (Appendix F), transmitted by the PTC to the Contractor. The Contractor shall report any exceptions occurring during the loading of debt to the Contractor's system. They shall also report any out-of-balance errors between the Debtor count and transaction dollar amount as received and loaded in the Contractor's system.

For all debts placed with the Contractor for Collection Agency Services, the intended duration of Placement will be one (1) year with the option for the PTC to remove these debts at any time prior to the one (1) year period. The Contractor may extend the duration only with PTC Approval. If the debt is not resolved by the Contractor within this time, then the debt shall be returned to the PTC and the Placement time period shall be considered expired. The PTC adds a collection fee to each debt it places with the Contractor.

4.4 Skip-tracing

The Contractor shall provide skip-tracing services to the PTC when a Debtor's current address is unknown. The Contractor agrees that any information provided by the PTC to the Contractor for the purpose of performing a skip-trace will be held by the Contractor in strict confidence and will be used solely for locating the Debtor and no other reason. When requested, the Contractor agrees to provide the PTC with any information it obtains as a result of the Contractor's skip-tracing efforts.

On a weekly basis the Contractor shall submit the Collections Address Update Report which details Debtor address information obtained in its collection efforts. In addition, if requested by the PTC, the Contractor shall provide the PTC with a Debtor's current contact information, including, but not limited to, address and telephone number.

4.5 Outbound Customer Contact

A dunning notice shall be sent to the customer within one (1) week after the original debt Placement with the Contractor. Telephone contact shall be attempted with the Debtor if a response is not received from the Debtor after a reasonable period of time to be Approved by the PTC, after the dunning notice has been sent. The PTC must review and approve the form and content of each type of dunning notice sent by the Contractor.

5. Debt Payment and Payment Plans

5.1 Payment Methods

The Contractor is permitted to only collect on debt amounts placed with the Contractor. At a minimum, the Contractor must accept payment for the PTC's customer debt by credit card, check, money order, ACH and cash. The Contractor must provide Debtors with multiple, convenient ways to contact the Contractor to pay their debt and receive answers to questions. The customer must be able to contact the

Contractor by phone and speak to a representative during business hours, make a payment online or via an Interactive Voice Response (IVR) system during non-business hours. The PTC prefers that the Contractor provide bilingual staff with English and Spanish-speaking capability so that the PTC customers can be efficiently and effectively communicated with. In addition to providing a way to make a payment, the Contractor's website will provide answers to frequently asked questions and an ability to contact the Contractor using a "contact us" capability.

5.2 Partial Payments and Payment Plans

The PTC will establish a policy regarding partial payments for debt owed to the PTC. The Contractor will be permitted to accept partial payments according to the policy; however, unless an Offer-in-Compromise (see 5.3 below) has been Approved by PTC, the remainder of the debt is still owed. If the Debtor is unable to pay the full amount of the debt by the expiration of the Placement duration, but is willing to make payment installments to fulfill their obligation, the Contractor shall establish with the Debtor a payment plan for repayment of the full amount owed. The Contractor shall make all efforts to ensure that all payment arrangements include a minimum down payment of 10% of the total amount due and the plan shall always be structured to have the active debt paid in full within one (1) year unless otherwise Approved by the PTC.

5.3 Offer-in-Compromise Process

All requests to compromise the amount of money owed to the PTC that do not fall within the partial payment guidelines (see 5.2 above) must be processed through and Approved by the PTC. If during the Placement of debt, the Contractor receives a request from the Debtor to compromise the amount owed, the Contractor should contact the PTC to find out what, if anything, will be required to make the determination whether to reject/accept an offer. The PTC will send the Contractor written notification of acceptance or rejection of the Debtor's Offer-in-Compromise.

5.4 Pay-Directs

The PTC will accept payment from a Debtor for amounts placed in collections (hereinafter referred to as "Pay-Directs"). On a periodic basis which could be up to daily, the PTC will send the Contractor a Pay-Direct and Adjustment Report displaying all payments received by the PTC along with any credit/debit adjustment for the previous week.

Upon receipt of the report, the Contractor must update its records to reflect the Debtor's current balance. The Contractor shall invoice the PTC for the Collection Agency Commission on a monthly basis for all Pay-Directs unless payment of such commission is not required based on the exclusions listed in Section 7, Contractor Compensation.

If a Debtor claims to have made a Pay-Direct which is not reflected in the Pay-Direct and Adjustment Report, the Contractor shall contact the PTC to confirm payment. If the PTC determines that a Pay-Direct payment was made, the Contractor will correct the balance and include it in the next report. If the PTC cannot confirm that a payment was made, the Contractor will be required to request documentation from the Debtor to verify payment.

6. Special Handling

6.1 Customer Inquiries

The Contractor is responsible for both researching and resolving the appeal inquiries including following-up with the customer on the result of an appeal. If a customer contacts the Contractor to inquire about an appeal, the Contractor shall contact the PTC. The PTC will then supply the Contractor with a copy of the applicable supporting documents for use in resolving the appeal. Additionally, the PTC will provide information (electronically) upon request from their system related to the specifics of the debt, including any correspondence related to the debt, information such as invoices or notice comments entered by the PTC's current CSC provider staff, Account balance, or other information necessary to support the debt upon request. Once the Contractor has completed disposition of the inquiry, the Contractor will contact the customer to indicate final disposition.

6.2 Complaints by a Debtor

Anytime one of the PTC's Debtors makes a complaint to the Contractor about the manner in which the Contractor is attempting to collect the debt, the Contractor must immediately notify the PTC. If the Debtor's complaint is in writing the Contractor shall also provide a copy of the complaint to the PTC within two (2) Business Days after it was received by the Contractor. The Contractor's collection activities for that debt shall be suspended until all issues raised by the Debtor are addressed and resolved to the PTC's satisfaction.

6.3 Invalidly Placed Debt

If the PTC determines that debt has been placed in error, the PTC will inform the Contractor to immediately cease all further collection activities and the debt will be recalled by the PTC. The Contractor should return the debt to the PTC identified as being returned due to invalid Placement.

If Contractor is informed by the Debtor that the debt has been paid and is no longer delinquent, the Contractor shall suspend all further collection activities on that debt until the validity of the debt has been verified by the PTC. If the PTC determines that the debt is no longer delinquent, the PTC will inform the Contractor that the debt is invalid and it will be recalled by the PTC. If the PTC determines that the debt is valid, the PTC will inform the Contractor to resume collection activities.

6.4 Bankruptcy

If during the Placement of debt, the Contractor becomes aware that a Debtor has filed for bankruptcy or that the debt has been discharged by a bankruptcy court, the Contractor shall immediately cease all further collection activities on that debt. Any debt incurred by the Debtor after the bankruptcy filing (post-petition debt) shall be collected by the Contractor. Any debt owed to the PTC prior to the Debtor filing for bankruptcy (pre-petition debt) should not be pursued.

The Contractor shall obtain and provide the PTC with copies of all relevant bankruptcy filings and return the debt or portion of the debt discharged by a bankruptcy to the PTC identified as being returned due to bankruptcy. The Contractor shall notify the PTC on a weekly basis regarding any bankruptcy actions it becomes aware of for any PTC-assigned debts and shall provide the PTC with a Collections Bankruptcy Report.

6.5 Deceased Debtor

If the Contractor is informed that the Debtor on a placed debt is deceased, the Contractor shall obtain a copy of the death certificate or some other reliable documentation evidencing his/her death.

The Contractor shall pursue the debt against the deceased Debtor's estate; however, if the executor notifies the Contractor that there are insufficient assets, the Contractor shall return the debt with appropriate documentation to the PTC.

Notwithstanding the foregoing, if multiple Debtors are listed on the debt, the Contractor shall still forward documentation evidencing the death of a Debtor; however, the debt will remain with the Contractor for the duration of Placement to collect from the other liable Debtors.

6.6 Out of Business

If the Debtor on the placed debt is a business entity and the Contractor is informed that the business is no longer operating, prior to returning the debt to the PTC, the Contractor must obtain a copy of the "Out of Existence" affidavit or some other reliable documentation evidencing that the Debtor has ceased doing business and divested itself of assets.

The Contractor shall forward the foregoing documentation to the PTC and the Contractor should return the associated debt to the PTC identified as being returned due to Out of Business status.

6.7 Credit Report Marking

The Contractor must provide the capability to mark credit reports for the PTC's Debtors. The PTC must approve the marking of any report prior to marking. Debtors may qualify to have their credit report marked based on a threshold for serious toll violators including any unpaid debt for individuals and businesses, with the thresholds to be determined and provided by the PTC. When a serious toll violator resolves their unpaid debt, the Contractor shall unmark the Debtors' credit report and shall contact the credit reporting agencies to update them.

7. Contractor Compensation

The Contractor will receive a commission on funds collected on placed debt on a net commission basis, (excluding Pay-Directs), as provided in the Agreement.

All costs incurred by the Contractor to collect debt for the PTC shall be covered by the Collection Agency Commission and no additional amounts will be charged to the PTC. This includes but is not limited to the costs of postage, mail processing, credit card fees, returned check fees, payment processing, skip tracing, voice and data communications, and staffing expenses.

The Contractor shall earn the Collection Agency Commission unless the debt collected meets one or more of the conditions below.

- On Pay-Directs received within seven (7) days of Placement.
- On Pay-Directs received more than fourteen (14) days after the expiration of the Placement time limit.
- On funds received by the Contractor after the expiration of Placement time limit.

- On funds received in excess of the amount debt.
- On funds received for debt that has been placed in error.
- On funds received for debt that has not been placed with the Contractor.
- On funds received for debt that has been recalled.
- On funds received for debt that has been returned to the PTC.
- On funds where the Collection Agency Commission fee has already been paid.

The PTC reserves the right to change the payment to the Contractor from a net-commission based system to a gross collection based system at any time during this Agreement with thirty (30) days written notice.

8. Payment to Pennsylvania Turnpike Commission

The Contractor shall remit all payments for the net amount owed to the PTC on a weekly basis via electronic payment (preferred) or via check. A detailed Payment File Report in electronic format to be Approved by the PTC shall be submitted with payment, which lists the notice or account number, amount owed, amount paid and the Contractor's fee for each payment collected. If any inaccuracies are discovered in the Contractor's computations, the PTC will send an email to the Contractor explaining its findings and providing an accurate figure for the payment and the Contractor shall update this information on the next weekly report.

The Contractor shall submit a Cash Receipt Report to the PTC on a weekly basis broken down by the type of debt. This report contains all amounts that the Contractor collected including check payments. See Section 8.1, Debtor Check Payment and Insufficient Funds for more detail.

8.1 Debtor Check Payment and Insufficient Funds

The Contractor shall hold all monies received by check in payment of a placed debt for an agreed period of time before including the payment in the Payment File Report. The Contractor shall ensure that all checks clear before payment to the PTC and checks dishonored during that period shall not be included in the Payment File report. Under no circumstances shall the PTC be back-charged. The Contractor will attempt to collect the amount of the dishonored check and may impose a charge upon the Debtor in an amount sufficient to recoup the Contractor's costs associated with the processing of the dishonored check; however, collection of such charges will not earn a collections fee commission.

9. Monthly Placement Inventory and Reconciliation

On the fifth business day of each month, the Contractor will submit a Collection Agency Statement, which will summarize all payment and adjustment transactions for the previous month. Additionally, the statement will provide a current balance for all Placements. If the fifth business day falls on a Contractor holiday, the statement will be processed on the next Business Day.

The PTC shall review the Collection Agency Statement in order to determine if discrepancies exist between the PTC's Collection Agency Statement and the Contractor's records. The PTC will provide the Contractor with a listing of all discrepancies and the Contractor will work with the PTC to resolve all

discrepancies. The Contractor will submit a follow-up Discrepancy Report which identifies the discrepancy and the plan for and status of the resolution.

10. Reports

The Contractor shall, at a minimum, provide reports on PTC-assigned debt as specified below. Each report shall be broken down by the type of debt. In addition, the Contractor shall be prepared to provide additional reports as needed over the term of the Contract to meet PTC operational requirements and information needs. All Contractor reporting to the PTC shall conform to the form and specification reflected in such attachments, see Appendix G, Sample Current Collection Agency Reporting. The required frequency of submission of the reports will be determined by the PTC prior to operations unless otherwise already identified in this Scope of Work. The reports are identified as follows:

a. Payment File Report

The Payment File Report details the payment being remitted to the PTC. The report will include the account and/or violation notice number, amount owed, amount paid and the Contractor's fee for each payment collected. This report also includes subtotals by Identifier and grand total.

b. Cash Receipt Report

The Cash Receipt Report details the amounts that the Contractor collected from Debtors during the previous week by the type of debt, including check payments that were on a ten (10) calendar day hold. The report will include the account and/or violation notice number, amount owed, amount paid and the Contractor's fee for each payment collected. This report also includes subtotals by Identifier and grand total.

c. Pay-Direct and Adjustment Report

The Pay-Direct and Adjustment report will include the account and/or violation notice number, amount owed, amount paid and the Contractor's fee for each payment collected for all payments received by the PTC along with any credit/debit adjustment for the previous week.

d. Collection Agency Statement

The Collection Agency Statement is created by the Contractor and provided to the PTC for the PTC's use in reconciling the PTC's debt. The statement consists of a summary of all payments and adjustment transactions for the previous month and details of the current balance for each Debtor. See Section 9.0, Monthly Placement Inventory and Reconciliation for more detail.

e. Collections Address Update Report

The Collections Address Update Report shall provide the single best address it identifies for any Debtor assigned by the PTC.

f. Collections Bankruptcy Report

The Collections Bankruptcy Report will include the dates of any bankruptcy filings, discharges, and dismissals, as well as the bankruptcy court case identification number, if available.

g. Collections Performance Report

The Collections Performance Report will include the amounts assigned, the amounts collected (both in dollars and number of Debtors collected on), and the resulting collection percentages.

h. Discrepancy Report

The Discrepancy Report identifies all current discrepancies, their status and plan for resolution.

Sample reports used currently are located within Appendix G – Sample Current Collection Agency Reporting, and are provided for information purposes only.

11. Collection Rate

The Collection Rate shall measure the Contractor's debt collection rate for Newly-Assigned Debt, net of returned or suspended debt. The Collection Rate shall be calculated by dividing the actual number of Newly-Assigned Debts fully or Partially Collected, by the total number of Newly-Assigned Debts. Contractor performance shall be measured every six (6) months, evaluating whether the Contractor met, failed to meet, or exceeded the Minimum Collection Rate which has been established in this Agreement for the prior six months. The first measurement period shall begin upon the first assignment of debt.

The Contractor shall provide the Collections Performance Report on a monthly basis. The PTC may perform verification checks on the Contractor-reported results to validate the information in the report.

In the event the Contractor does not meet the agreed upon Minimum Collection Rate for a six month period, the PTC will require the Contractor to provide a follow-up report indicating what action was taken by the Contractor with regards to each PTC-assigned debt for the performance period. Such report must include for each Debtor the number of letters sent to the Debtor, the number of phone calls made to the Debtor, the number of phone calls received from the Debtor, and whether skip-tracing efforts were undertaken for the Debtor. The Contractor shall also put forward a recovery plan to present what steps will be taken to ensure that the contractual Collection rate is met in the future.

If the Minimum Collections Rate in any measured six (6) month period after the first six (6) month period is below the Minimum Collection Rate and the Contractor has failed to produce a remediation plan in a time period satisfactory to the PTC, the PTC shall have the right to terminate the Agreement upon 30 days' written notice in accordance with the termination provisions therein. The Agreement will not be terminated for failure to meet the Collection Rate on the first six-month period being measured.

12. Quality Control, Audits and Records

12.1 Quality Assurance and Quality Control

The Contractor shall provide a Quality Assurance and Quality Control (QA/QC) plan for PTC review, comment and approval.

12.2 Exchange of Information

The parties undertake to promote close collaboration and exchange of information on placed debts. The Contractor shall furnish the PTC with such information concerning the Contractor's collection activities as PTC may from time to time reasonably request, or as otherwise provided herein. All information that the Contractor sends electronically to the PTC shall be sent in a format Approved by the PTC and the PTC reserves the right to change the electronic format at any time during this Agreement with thirty (30) days written notice.

12.3 Annual Audit and PCI Requirements

The Contractor shall provide PTC with a copy of the Contractor's Reporting on Controls at a Service Organization (SOC1) "Type 2" demonstrating that an independent audit has been performed in accordance with Statement on Standards for Attestation Engagements No. 16 (SSAE 16) on an annual basis. The Contractor shall provide a Gap Letter or certification detailing the audit. The audit period will coincide with the Contractor's fiscal year. The Contractor shall ensure the SSAE 16 audit commences in and covers the Contractor's fiscal year which includes the date of XX, XX, XXX (Agreement start date). The certification shall also note that a deterioration of controls has not occurred over the operating systems and no significant control deficiencies were noted during the applicable period. This audit requirement shall continue until the expiration date or upon the termination of this Agreement. The Contractor is responsible for all costs associated with this audit.

Internal Control Objectives in Type 2 Report must include at a minimum:

1. Debtor Payment – Controls provide reasonable assurance that Debtor payments are completely and accurately recorded, safeguarded, and properly remitted to clients.
2. Inventory Control and Data Transfer – Controls provide reasonable assurance that client debt files are completely and accurately setup in the Collection System.
3. Physical Security and Environmental Controls – Controls provide reasonable assurance that physical access to the Data Center and payment processing areas are restricted to appropriately authorized personnel and that environmental controls are in place and operational.
4. Application Change Management – Controls provide reasonable assurance that implementations to system changes and hardware changes and specific application software are appropriately authorized, tested, approved, and documented.
5. Logical Access and Security – Controls provide reasonable assurance that application, database, and network access is restricted to authorized individuals via a secure file transfer protocol (FTP) site.

The PTC reserves the right to periodically examine and review the Contractor's systems, procedures, internal controls, financial transactions and supporting documentation to verify fiscal and contractual compliance.

The Contractor is required to show that they are PCI compliant including attestation for the applicable period and conform to the latest PCI standards.

12.4 Collection Activity Records and Debtors Information

On all debts placed by the PTC the Contractor must maintain current, complete and accurate records of its collection activities including, but not limited to, correspondence and telephone contacts with Debtors and other parties. These records must be maintained in a system that segregates each type of collection activity so that, if requested, the Contractor can provide the PTC with a comprehensive summary of collection activity for a Debtor. The Contractor must retain these collection activity records for five (5) years consisting of the active year plus four (4) years from the date of the bad debts.

AGREEMENT

This **AGREEMENT** is made this _____ day of _____, 2016, between the **Pennsylvania Turnpike Commission (“COMMISSION”)**, an instrumentality of the Commonwealth of Pennsylvania, with principal offices at 700 South Eisenhower, Blvd., Middletown, Pennsylvania 17057 (mailing address: P. O. Box 67676, Harrisburg, PA 17106-7676);

AND

_____ (“**CONTRACTOR**”), [insert the legal status of **CONTRACTOR** such as a Pennsylvania (or Foreign) corporation (or partnership, LLC, LLP, etc.)], with its principal office at [insert address]. **WITNESSETH:**

WHEREAS, the **COMMISSION** requires debt collection Services for delinquent toll payment and any other debt owed to the Commission;

WHEREAS, by Act No. 211 of the General Assembly of the Commonwealth of Pennsylvania, approved May 21, 1937, and its amendments, the **COMMISSION** is authorized and empowered to enter into an Agreement with the **CONTRACTOR**;

WHEREAS, the **COMMISSION** desires to retain the services of **CONTRACTOR** upon the following terms; and

NOW, THEREFORE, in consideration of these mutual covenants, and intending to be legally bound, the parties agree as follows:

1) Contractor’s Scope of Work

The **CONTRACTOR** will perform the work described in RFP#15-10230-7272 dated December 16, 2015, titled Debt Collection Services and the **CONTRACTOR’S** proposal dated XXX. These documents are made a part of this Agreement by reference.

In the event that any provision of this Agreement is inconsistent or in conflict with another provision, the order of precedence shall be as follows:

- a) Supplemental Agreements
- b) Executed Agreement (including items i, ii and iii immediately below and excluding items c-f below)
 - i. Exhibit E Insurance Requirements
 - ii. Exhibit F DB Requirements

iii. Exhibit G Contractor Integrity Provisions

- c) Exhibit A Scope of Work
- d) Exhibit B Approved Cost Proposal
- e) Exhibit C Request for Proposals, including any addenda thereto (in case of conflict the most recent addenda will apply)
- f) Exhibit D Contractor's Proposal

All exhibits attached hereto contain additional terms of this Agreement and are incorporated as if actually set forth herein.

2) Commission's Responsibilities

The **COMMISSION** shall furnish the **CONTRACTOR** access to key personnel and relevant documents for performing the Services. The **COMMISSION** will also make meeting space available for periodic meetings between the **COMMISSION** and the **CONTRACTOR**; however, **CONTRACTOR** shall conduct all work off-site and will not be provided facilities and logistical support by the **COMMISSION**.

3) Compensation

For the performance of Services described herein, the Authority shall pay the **CONTRACTOR** in accordance with Exhibit A Scope of Work Section 7.0 Contractor Compensation and Exhibit B Approved Cost Proposal and **CONTRACTOR** agrees to accept the amounts resulting from the Approved Cost Proposal as full compensation for such Services. In no event shall payment pursuant to this Agreement exceed \$[], unless this Agreement is amended. The **COMMISSION's** obligation to pay for such Services is contingent upon the **COMMISSION's** finding that the **CONTRACTOR** has performed in a competent and professional manner satisfactory to the **COMMISSION** and has satisfactorily performed and met the requirements of the Agreement and Exhibit A Scope of Work.

The **CONTRACTOR** shall be paid on a Collection Commission Fee basis as further set forth in Exhibit A Scope of Work Section 7.0 Contractor Compensation.

The **CONTRACTOR** shall send payment requests and associated back-up documentation in duplicate to the following address:

4) Set-Offs and Adjustments

The **CONTRACTOR** agrees that the **COMMISSION** may set off the amount of any state tax liability or other obligation of the **CONTRACTOR** or its subsidiaries to the Commonwealth against any payments due the **CONTRACTOR** under any contract with the **COMMISSION**.

5) Duration of Agreement

The term of the Agreement shall be for a period of five (5) years and shall commence on the Effective Date as defined below.

The Effective Date shall be fixed by the **COMMISSION** after the Agreement has been fully executed by the **CONTRACTOR** and by the **COMMISSION**, and after all Approvals required by the **COMMISSION** contracting procedures have been obtained.

The term may be extended for two (2) additional three-year options by a writing signed by both parties.

This Agreement will not terminate until the **COMMISSION** accepts all work as complete, including all required Succession activities and tenders final payment to the **CONTRACTOR**.

6) Succession

In the event that this Agreement is terminated for convenience or default or upon the Agreement completion date or expiration of the Agreement term or any extensions thereof, the **CONTRACTOR** shall cooperate with the **COMMISSION** to facilitate a smooth succession to the **COMMISSION'S** selected successor for the Services. In addition to the requirements contained in Exhibit A Scope of Work, the **CONTRACTOR** agrees to make all Records, documents and data pertaining to the Services, including all Debtor accounts and statuses, rendered for this Agreement available within five (5) Calendar Days upon written notice unless **COMMISSION** policy or Pennsylvania or federal law require a shorter time period.

7) Termination

Either party may terminate this Agreement at any time upon thirty- (30) calendar days written notice. If this notice is given, the **CONTRACTOR** shall be paid only for the Services already rendered upon the date of the notice and for the services rendered to the date of termination, subject to all provisions of this Agreement. The notice will be effective on the date of receipt. The **COMMISSION'S** right to cancel may be exercised as to the entire project, or as to any particular phase or phases, part or parts, and upon one or upon several occasions, but any termination may not be revoked except upon written consent of the parties through a supplemental Agreement to this Agreement.

8) Survival of Terms

In addition to those Sections noted in this Agreement as surviving the termination, cancellation, or expiration of this Agreement, the terms of this Agreement, the **CONTRACTOR'S** obligations, which by their nature would reasonably be understood to continue beyond the termination, cancellation, or expiration hereof, shall survive termination, cancellation, or expiration hereof.

9) Insurance

The **CONTRACTOR**, prior to execution of this Agreement, shall furnish to the **COMMISSION** the certificates of insurances as required in attached **Exhibit “E”** and made a part of this Agreement.

10) Diverse Business (DB) Requirements

The **CONTRACTOR** agrees to comply with the requirements set forth in the **COMMISSION’S** DB Requirements - **Exhibit F**, attached and made part of this Agreement. In particular, the **CONTRACTOR** agrees to comply with section (d) Consultant Requirements During Performance of Services.

11) Assignment and Delegation

The **CONTRACTOR** may not transfer, assign, or delegate any terms of this Agreement, in whole or in part, without prior written permission from the **COMMISSION**.

12) Governing Law

This Agreement will be interpreted according to the laws of the Commonwealth of Pennsylvania.

13) Observance of Laws

The **CONTRACTOR** agrees to observe all relevant federal, state, and local laws and to obtain in its name all necessary permits and licenses. This includes but is not limited to all applicable laws with regard to consumer rights and protection.

14) Work for Hire

Except for hardware, third party licensed software, and software previously developed by **CONTRACTOR**, all Deliverables, including but not limited to source code, software, specifications, plans, designs and engineering, drawings, data, information or other written, recorded, photographic, or visual materials, trademarks, service marks, copyrights or other Deliverables produced by **CONTRACTOR** or any supplier in the performance of this Agreement shall be deemed "Work Product". All Work Product shall be considered services for hire. Accordingly, except as set forth earlier in this paragraph, all Work Product shall be the exclusive property of the **COMMISSION**.

The **CONTRACTOR** agrees to notify the **COMMISSION** in writing before using any of **CONTRACTOR’S** previously developed software for services provided under this Agreement.

The **CONTRACTOR** and the **COMMISSION** will honor all applicable preexisting licenses, copyrights, trademarks, service marks, and patents. If as part of an expense item under this Agreement, the **CONTRACTOR** purchases the right to any license, the agreements for the use or ownership of such license will be placed in the name of the **COMMISSION** along with all other rights and obligations. In addition, the **CONTRACTOR** will mark all Turnpike content or previously unprotected work product designated by the **COMMISSION** with a notice as follows: "Pennsylvania Turnpike Commission, (Year)".

15) No Third Party Beneficiary

Nothing in this Agreement shall act to confer third party beneficiary rights. Nothing in this Agreement shall create any obligation on the part of the **COMMISSION** to any third party.

16) Responsibility for Debt Collection Policy

The **CONTRACTOR** acknowledges that the **COMMISSION** shall be responsible for making all policy decisions regarding Debt Collection Services performed by the **CONTRACTOR**. The **CONTRACTOR** agrees to provide advice and recommendations regarding policy issues as directed by the **COMMISSION**. The **CONTRACTOR** agrees to act in an expeditious and fiscally sound manner in providing the **COMMISSION** with input regarding the time and cost (if any) to implement Debt Collection Policy changes and in executing the activities required to implement these changes.

17) Audit/Retention of Records

CONTRACTOR and its subcontractors shall maintain books and records related to performance of this Agreement or subcontract and necessary to support amounts charged to the **COMMISSION** in accordance with applicable law, terms and conditions of this Agreement, and generally accepted accounting practice. **CONTRACTOR** shall maintain these books and records, including those collections records identified in the Scope of Work Section 12.4 Collection Activities Records and Debtors Information, for a minimum of three (3) years after the completion of the Agreement, final payment, or completion of any contract, audit or litigation, whichever is later. All books and records shall be available for review or audit by the **COMMISSION**, its representatives, and other governmental entities with monitoring authority upon reasonable notice and during normal business hours. **CONTRACTOR** agrees to cooperate fully with any such review or audit. If any audit indicates overpayment to **CONTRACTOR**, or subcontractor, the **COMMISSION** shall adjust future or final payments otherwise due. If no payments are due and owing to **CONTRACTOR**, or if the overpayment exceeds the amount otherwise due, **CONTRACTOR** shall immediately refund all amounts which may be due to the **COMMISSION**. Failure to maintain the books and records required by this Section shall establish a presumption in favor of the **COMMISSION** for the recovery of any funds paid by the **COMMISSION** under this Agreement for which adequate books and records are not available to support the purported disbursement.

18) Dispute Resolution

All questions or disputes regarding any matter involving this Agreement or its breach shall be referred to the Board of Claims of the Commonwealth of Pennsylvania pursuant to 62 Pa.C.S.A. § 1701 *et seq.* If the Board of Claims either refuses or lacks jurisdiction, these questions or disputes shall proceed as provided in 42 Pa.C.S.A. § 7301 *et seq.* (Statutory Arbitration).

The panel of arbitrators will consist of a representative of each of the parties and a third party chosen by the representatives, or if the representatives are unable to choose, by the American Arbitration Association.

19) Indemnification

The **CONTRACTOR** shall be responsible for, and shall indemnify, defend, and hold harmless the **COMMISSION** and its Commissioners, officers, employees, and agents from any claim, liability, damages, losses, causes of action, and expenses, including reasonable attorneys' fees, arising from damage to life or bodily injury or real or tangible personal property caused by the negligence or other tortious acts, errors, and omissions of **CONTRACTOR**, its employees, or its subcontractors while engaged in performing the work of this Agreement or while present on the **COMMISSION**'s premises, and for breach of this Agreement regarding the use or nondisclosure of proprietary and Confidential Information where it is determined that **CONTRACTOR** is responsible for any use of such information not permitted by this Agreement. The indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for Contractor or its subcontractors under Workmen's Compensation Acts, Disability Benefits Acts, or other Employee Benefit Act.

20) Contractor Integrity Provisions

The Contractor Integrity Provisions are attached as **Exhibit G** and made a part of this Agreement.

21) Confidentiality Provisions

As a consequence of the performance of its duties with the **COMMISSION**, **CONTRACTOR** may learn, be given, or become aware of certain information, including, but not limited to, matters pertaining to internal communications, proprietary information, individually identifiable health information, trade practices, business operations, or other sensitive information collectively known as Confidential Information. Regardless of how transmitted or received by **CONTRACTOR**, whether by receipt, sending, or merely becoming available to **CONTRACTOR** through its relationship to the **COMMISSION**, **CONTRACTOR** agrees to maintain and treat as proprietary and confidential to the **COMMISSION** all such Commission Confidential Information, and shall not discuss, reveal, or use for any purpose outside the performance of its Agreement with the **COMMISSION** such Commission Confidential Information. Confidential Information shall not include any information that (i) is or becomes available to the public other than as a consequence of a breach by any individual, a partnership, a corporation, an association, a limited liability company, a joint stock company, a trust, a joint venture, an unincorporated organization (each a "Person") of any fiduciary duty or obligation of confidentiality, including, without limitation, catalogues, publications, product descriptions and sales literature that the **COMMISSION** has distributed to the public generally; or (ii) information which at the time of disclosure to the **CONTRACTOR** is in the public domain; or (iii) is disclosed as required by a final, unappealable court order and no suitable protective order, or equivalent remedy, is available, or (iv) the **CONTRACTOR** was aware of prior to its disclosure to the **CONTRACTOR** by the **COMMISSION** from a source not bound by a confidential obligation and the **CONTRACTOR** provides the **COMMISSION** written notice of such fact prior to the execution of this Agreement or promptly upon the **CONTRACTOR**'s learning that the information was Confidential Information; or (v) information which the **CONTRACTOR** can demonstrate with competent written evidence was independently

developed by or for the **CONTRACTOR** without use of or reliance on the Confidential Information.

As the **CONTRACTOR** Services include the provision by the **COMMISSION** and **COMMISSION** customers to the Contractor (or the **CONTRACTOR** otherwise obtaining) personally identifiable information (PII), including checks, addresses, account and credit card information as examples, this PII shall be considered as Confidential Information. The **CONTRACTOR** shall be responsible for the secure handling and storage of this information.

Should PII in the **CONTRACTOR's** possession become missing, lost or compromised, for example due to security breach, or otherwise cause the **COMMISSION** and/or its customers to incur damages or additional expenses, Contractor shall immediately notify the **COMMISSION** and provide the **COMMISSION** with all details and impacts regarding the incident(s).

CONTRACTOR shall immediately take steps to mitigate the incident and shall place any applicable insurance carrier on notice of a potential claim. **CONTRACTOR** shall be responsible for reimbursement of all associated lost revenue to the **COMMISSION** and for any other costs incurred, which are the results of its improper handling of these Services, including as examples, special mailings to customers to notify them of a mistake and/or provision of credit services to customers to monitor any potential misuse of customer information.

- a) With respect to its employees, **CONTRACTOR** agrees
 - i. to require all of its employees to maintain confidentiality;
 - ii. to require all of its employees to understand and act in accordance with the requirements of PCI and to hold all PII as Confidential Information.
 - iii. to prosecute its employees, officers, and subcontractors for any and all violations of this Agreement;
 - iv. to keep such agreements in full force and effect;
 - v. to obtain from the **COMMISSION** its Approval, which shall not be unreasonably withheld, of the terms of such agreements; and
 - vi. to permit the **COMMISSION** to inspect such agreements and other documents for compliance with these requirements.
- b) With respect to any subcontractors that **CONTRACTOR** wishes to employ to perform any of its obligations under any agreement with the **COMMISSION**, **CONTRACTOR** agrees to require any such approved subcontractor to execute written confidentiality agreements that require each such **CONTRACTOR** and its employees to comply with all of the Confidentiality provisions set forth above.
- c) **CONTRACTOR** agrees that any breach of these Confidentiality Provisions may result in civil and/or criminal penalties, for **CONTRACTOR**, its officers and employees, and subcontractors.

- d) Notwithstanding any other provision to the contrary, **CONTRACTOR** agrees that these provisions shall survive the termination of this and any and all agreements between the **CONTRACTOR** and the **COMMISSION**.
- e) **CONTRACTOR** agrees to treat the information in the same way **CONTRACTOR** treats its own most confidential information and to inform each such person of these provisions.
- f) **CONTRACTOR** agrees to immediately notify the **COMMISSION** of any information which comes to its attention which does or might indicate that there has been any loss of confidentiality or information.
- g) **CONTRACTOR** shall return to the **COMMISSION** upon demand any and all Confidential Information entrusted to it by the **COMMISSION** pursuant to this Agreement (including any and all copies, abstracts, compilations or analyses thereof and memoranda related thereto or incorporating the Confidential Information) or the **CONTRACTOR** may request permission from the **COMMISSION**, which permission may be granted or denied in the **COMMISSION**'s sole discretion, to destroy all such Confidential Information and provide a certificate of destruction to the **COMMISSION** signed by the **CONTRACTOR**. The **CONTRACTOR** further agrees that neither itself nor its employees or representatives will copy, in whole or in part, any such Confidential Information without the prior written consent of the **COMMISSION**.
- h) **CONTRACTOR** shall have performed an SSAE16 audit as further set forth in Exhibit A Scope of Work, Section 12.3 Annual Audit and PCI Requirements and further agrees that that they will comply with, make all corrections required at **CONTRACTOR**'s cost and abide by the findings of such audit to protect **COMMISSION** information.
- i) **CONTRACTOR** shall also maintain PCI compliance throughout the term of the Contract as further set forth in Exhibit A Scope of Work, Section 12.3 Annual Audit and PCI Requirements.

22) Entire Agreement

This Agreement, together with any writings either attached as exhibits or incorporated by reference, constitutes the entire understanding between the parties and there are no other oral or extrinsic understandings of any kind between the parties.

23) Modification

This Agreement may be modified only by a writing signed by both parties.

[SIGNATURES ARE SET FORTH ON THE NEXT PAGE]

IN WITNESS WHEREOF, the **Pennsylvania Turnpike Commission** and **TBD** have executed this Agreement by their duly authorized officers on the date written above.

ATTEST:

PENNSYLVANIA TURNPIKE COMMISSION

Ann Louise Edmunds
Assistant Secretary-Treasurer

Date

Sean Logan
Chairman

Date

APPROVED AS TO FORM AND LEGALITY:

Albert C. Peters II
General Litigation & Contracts Counsel

Date

Pennsylvania Attorney General

Date

ATTEST:

TBD.

Signature_____

Date

Signature_____

Date

Name_____

Name_____

Title_____

Title_____

Federal Tax ID No._____

List of Contract Exhibits

Exhibit A - Scope of Work

Exhibit B - Approved Cost Proposal

Exhibit C - Request for Proposals, including any addenda thereto (in case of conflict the most recent addenda will apply)

Exhibit D - Contractor's Proposal

Exhibit E - Insurance Requirements

Exhibit F - DB Requirements

Exhibit G - Contractor Integrity Provisions

**Pennsylvania Turnpike Commission
Debt Collection Services**

RFP# 15-10230-7272

Enclosed in three separately sealed submittals is the proposal for the Proposer identified below for the above referenced RFP:

Proposer Information:	
Proposer Name	
Proposer Mailing Address	
Proposer Website	
Proposer Contact Person/Title	
Contact Person's Phone Number	
Contact Person's Fax Number	
Contact Person's Email Address	
Proposer Federal ID Number	
Location of Headquarters	
Location of Office(s) Performing the Work	
Listing of all Pennsylvania Offices and Total Number of Pennsylvania Employees	

Submittals Enclosed and Separately Sealed:

<input type="checkbox"/> Technical Proposal <input type="checkbox"/> Diverse Business Participation Proposal <input type="checkbox"/> Price Proposal
Signature
Signature of an official authorized to bind the Proposer to the provisions contained in the Proposer's proposal: _____
Print Name
Title

FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE PROPOSAL MAY RESULT IN THE REJECTION OF THE PROPOSAL.

The Pennsylvania Turnpike Commission

Prior to the commencement of any work and until completion and final payment is made for the work/final acceptance of the work, the Professional Service Contractor will provide and maintain the following minimum levels of insurance at Professional Service Contractor's own expense. The cost of the required insurance shall be included in the Professional Service Contractor's bid price and no adjustment shall be made to the contract price on account of such costs unless such approval is provided. The term Professional Service Contractor shall include all Firms, Contractors, Subcontractors and Sub-Subcontractors of every tier utilized by the Professional Service Contractor in the performance of this contract. Professional Service Contractor shall furnish Certificates of Insurance evidencing and reflecting the effective date of coverage as outlined below. In no event shall Work be performed until the required evidence of Insurance is provided in accordance with these Contract Documents and is approved by the Pennsylvania Turnpike Commission ("Commission"). If found to be non-compliant, the Commission may purchase the required insurance coverage(s) and the cost will be borne by the Professional Service Contractor through direct payment/reimbursement to the Commission or the Commission may withhold payment to the Professional Service Contractor for amounts owed to them.

- a) All insurance shall be procured from insurers permitted to do business in the State in which the project is taking place and having an A.M. Best Rating of at least "A-, Class VIII".
- b) Professional Service Contractor shall not have a Self Insured Retention (SIR) on any policy greater than \$25,000, which is the responsibility of the Debt Collection Services Company. If Professional Service Contractor's policy(ies) has a Self-Insured Retention exceeding this amount, approval must be received from the Commission prior to starting work. In the event any policy includes an SIR, the Professional Service Contractor is responsible for payment within the SIR of their policy(ies) and the Additional Insured requirements specified herein shall be offered within the SIR amount(s).
- c) All insurance required herein, with the exception of the Professional Liability Insurance, shall be written on an "occurrence" basis. Claims-Made coverage must include:
 - i. The retroactive date must be on or prior to the start of work under this contract; and
 - ii. The Professional Service Contractor must purchase "tail coverage/an extended reporting period" or maintain coverage for a period of three years, subsequent to the completion of their work / final payment.
- d) The Professional Service Contractor's insurance carrier (s) shall agree to provide at least thirty (30) days prior written notice to the Commission in the event coverage is canceled or non-renewed. In the event of cancellation or non-renewal of coverage(s), it is the Professional Service Contractor's responsibility to replace coverage to comply with the Contract requirements so there is no lapse of coverage for any time period.

The Pennsylvania Turnpike Commission

In the event the insurance carriers will not issue or endorse their policy(s) to comply with the above it is the responsibility of the Professional Service Contractor to report any notice of cancellation or non-renewal at least thirty (30) days prior to the effective date of this notice.

- e) Professional Service Contractor shall provide the Commission with Certificates of Insurance, evidencing the insurance coverages listed below, ten days prior to the start of work of this Project and thereafter upon renewal or replacement of each coverage. The Debt Collection Services Company shall not begin any work until the Commission has reviewed and approved the Certificate of Insurance. The required insurance shall not contain any exclusions or endorsements, which are not acceptable to the Commission.

Failure of the Commission to demand such certificate or other evidence of full compliance with these insurance requirements or failure of the Commission to identify a deficiency from evidence that is provided shall not be construed as a waiver of Professional Service Contractor's obligation to maintain such insurance.

With respect to insurance maintained after final payment in compliance with a requirement below, an additional certificate(s) evidencing such coverage shall be provided to the Commission with final application for payment and thereafter upon renewal or replacement of such insurance until the expiration of the time period for which such insurance must be maintained.

- f) The Commission, (including the Commission's Parent, Subsidiaries, and Affiliates) shall be added as ADDITIONAL INSURED on all liability policies (except Workers' Compensation and Professional Liability Policy, where applicable), for ongoing operations and completed operations on a primary noncontributory basis. Coverage to include ongoing and completed operations using ISO Endorsements CG 2010 and CG 2037, or their equivalents. Each of the additional Insured's respective members, employees, agents and representatives shall also be afforded coverage as an additional Insured. Coverage should be provided for a period of three years subsequent to the completion of work/final payment.

If you are operating in a state that has implemented the "Anti-Indemnity" Additional Insured Endorsements, you are required to provide the state specific additional insured endorsements for ongoing and completed operations. These states include but are not limited to: Montana, New Mexico, Oregon, Colorado, Kansas, California, Louisiana, and Texas.

The Commission reserves the right to require Professional Service Contractor to name other parties as additional insureds as required by the Commission.

There shall be no "Insured versus Insured Exclusion" on any policies; all policies will provide for "cross liability coverage".

The Pennsylvania Turnpike Commission

- g) Waiver of Rights of Subrogation: Debt Collection Services Company shall waive all rights of recovery against the Commission and all the additional insureds for loss or damage covered by any of the insurance maintained by the Professional Service Contractor.
- h) The amount of insurance provided in the aforementioned insurance coverages, shall not be construed to be a limitation of the liability on the part of the Professional Service Contractor.
- i) The carrying of insurance described shall in no way be interpreted as relieving the Professional Service Contractor of any responsibility or liability under the contract.
- j) Any type of insurance or any increase in limits of liability not described above which the Professional Service Contractor requires for its own protection or on account of statute shall be its own responsibility and at its own expense.
- k) Professional Service Contractor shall promptly notify the Commission and the appropriate insurance company(ies) in writing of any accident(s) as well as any claim, suit or process received by the insured Debt Collection Services Company arising in the course of operations under the contract. The Professional Service Contractor shall forward such documents received to his insurance company(ies), as soon as practicable, or as required by its insurance policy(ies).

REQUIRED COVERAGES - the following may be provided through a combination of primary and excess policies in order to meet the minimum limits set forth below:

1. **Workers' Compensation and Employer's Liability:**

Provided in the State in which the work is to be performed and elsewhere as may be required and shall include:

- a) Workers' Compensation Coverage: Statutory Requirements
- b) Employers Liability Limits not less than:
 - Bodily Injury by Accident: \$500,000 Each Accident
 - Bodily Injury by Disease: \$500,000 Each Employee
 - Bodily Injury by Disease: \$500,000 Policy Limit
- c) USL&H, and FELA Coverage, if applicable.
- d) Includes sole proprietorships and officers of corporation who will be performing the work.
- e) Where applicable, if the Professional Service Contractor is lending or leasing its employees to the Commission for the work under this contract (e.g. crane rental with operator), it is the Professional Service Contractor's responsibility to provide the Workers Compensation and Employer's Liability coverage and to have their policy endorsed with the proper Alternate Employer Endorsement.

The Pennsylvania Turnpike Commission

2. **Commercial General Liability:**

Provided on ISO form CG 00 01 12 07 or an equivalent form including Premises - Operations, Independent Contractors, Products/Completed Operations, Broad Form Property Damage, Contractual Liability, and Personal Injury and Advertising Injury.

- a) Occurrence Form with the following limits:
 - (1) General Aggregate: \$2,000,000
 - (2) Products/Completed Operations Aggregate: \$2,000,000
 - (3) Each Occurrence: \$1,000,000
 - (4) Personal and Advertising Injury: \$1,000,000
- b) No sexual abuse or molestation exclusion.
- c) No amendment to the definition of an "Insured Contract".

3. **Automobile Liability:**

- a) Coverage to include All Owned, Hired and Non-Owned Vehicles (or "Any Auto"), if you do not have any Owned Vehicles you are still required to maintain coverage for Hired and Non-Owned Vehicles as either a stand-alone policy or endorsed onto the Commercial General Liability policy above
- b) Per Accident Combined Single Limit \$1,000,000

4. **Commercial Umbrella Liability:**

- a) Policy(ies) to apply on a Following Form Basis of the following:
 - (1) Commercial General Liability,
 - (2) Automobile Liability, and
 - (3) Employers Liability Coverage.
- b) Minimum Limits of Liability
 - Occurrence Limit: \$5,000,000
 - Aggregate Limit (where applicable): \$5,000,000

5. **Professional Liability Insurance:**

- a) Minimum Limits of Liability
 - Per Claim Limit: \$1,000,000
 - Aggregate Limit: \$1,000,000
- b) The Definition of "Covered Services" shall include the services required in the scope of this contract.

6. **Crime Insurance:**

- a) Include the Employee Theft and Theft, Disappearance and Destruction coverage parts.
- b) The Employee Theft Coverage part shall include the Clients' Property Endorsement (ISO Form CR 04 01, or its equivalent).
- c) Coverage may be provided in the form of a Financial Institution Bond.
- d) Minimum Limits of Liability:
 - Per Occurrence: \$1,000,000

The Pennsylvania Turnpike Commission

7. **Privacy Liability:**

- a) Professional Service Contractor shall maintain coverage for third party liability arising out of breach of privacy, inclusive of confidential and proprietary business information, HIPAA violations and other breaches of personally identifiable information and/or protected health information that may arise from their work with this contract.
- b) Minimum Limits of Liability:
 - Per Claim: \$1,000,000
 - Aggregate: \$1,000,000
- c) Privacy Breach Notification and Credit Monitoring: \$250,000 Per Occurrence

APPENDIX D - DIVERSE BUSINESS (DB) REQUIREMENTS

RFP15-10230-7272

Pennsylvania Turnpike Commission

Diverse Business Participation. The Commission is committed to Diverse Business (DB) participation on competitive contracting opportunities. Firms or entities that have not previously performed work or provided services to the Commission are encouraged to respond to the solicitations. RFPs may include DB participation as part of the criteria for the evaluation of proposals, and the Commission may consider DB participation as a selection factor.

Minimum Participation Level (MPL). The minimum participation level (MPL) for the inclusion of DBs will be established in the RFP/advertisement as a percentage.

(a) General Requirements. Section 303 of Title 74 of the Pennsylvania Consolidated Statutes, 74 Pa.C.S. § 303, requires proposer on contracts funded pursuant to the provisions of Title 74 (Transportation) and 75 (Vehicle Code) administered and issued by the Commission to make Good Faith Efforts to solicit subconsultants that are Diverse Businesses (DBs) as defined in Section 303. The DB requirements of Section 303 apply to this contract.

Section 303 requires proposers to make Good Faith Efforts, as described below, to solicit subconsultants that are DBs during the proposal process to maximize participation of DBs in competitive contracting opportunities.

The Commission is committed to participation by DBs and will enforce the requirements of Section 303 and this section. Failure to make Good Faith Efforts and demonstrate such Good Faith Efforts in the solicitation of subconsultants may result in the proposer being declared ineligible for the contract.

Proposers shall document and submit to the Commission all Good Faith Efforts, as described in this section, to solicit subconsultants that are DBs during the solicitation process.

Proposers are encouraged to utilize and give consideration to consultants offering to utilize DBs in the selection and award of contracts.

Proposers shall not discriminate on the basis of gender, race, creed or color in the award and performance of contracts in accordance with 62 Pa.C.S. §3701.

Failure to comply with the requirements of Section 303 or this specification may result in the imposition of sanctions as appropriate under section 531 of the Procurement Code, 62 Pa.C.S. § 531 relating to debarment and suspension.

The Commission's Director of the Office of Diversity and Inclusion, or designee, is designated the Responsible Official who shall supervise the DB program and ensure that the Commission complies with the DB program.

(b) Definitions. The following definitions apply to terms used in this specification:

1. Disadvantaged Business – A business that is owned or controlled by a majority of persons, not limited to members of minority groups, who are subject to racial, social, ethnic prejudice or cultural bias.

2. Diverse Business – A disadvantaged business, minority-owned or women-owned business or service-disabled veteran-owned or veteran-owned small business that has been certified by a third-party certifying organization.

3. Minority-owned Business – A business owned and controlled by a majority of individuals who are African Americans, Hispanic Americans, Native Americans, Asian Americans, Alaskans or Pacific Islanders.

4. Professional Services – An industry of infrequent, technical or unique functions performed by independent contractors or consultants whose occupation is the rendering of the services, including: (1) design professional services as defined in 62 Pa.C.S. § 901 (relating to definitions); (2) legal services; (3) advertising or public relations services; (4) accounting, auditing or actuarial services; (5) security consultant services; (6) computer and information technology services; and (7) insurance underwriting services.

5. Pro Forma Effort-The act of completing a form or document identifying efforts to solicit DBs for a project in order to satisfy criteria with little or no expectation that the DBs contacted or identified will perform any of the work.

6. Service-Disabled Veteran-Owned Small Business – A business in the United States which is independently owned and controlled by a service-disabled veteran(s), not dominant in its field of operation, and employs 100 or fewer employees.

7. Subconsultant- Any individual, partnership, firm, or corporation entering into a contract with the prime consultant for work under the contract, including those providing professional and other services.

8. Third-party Certifying Organization – An organization that certifies a small business, minority-owned business, women-owned business or veteran-owned small business as a diverse business. The term includes: (1) the National Minority Supplier Development Council; (2) the Women's Business Development Enterprise National Council; (3) the Small Business Administration; (4) The Department of Veteran Affairs; (5) the Pennsylvania Unified Certification Program.

9. Veteran-owned Small Business –A small business owned and controlled by a veteran or veterans.

10. Women-Owned Business – A business owned and controlled by a majority of individuals who are women.

(c) Actions Required by Proposer during the procurement/consultant selection phase

1. Submission Requirements – Consultant Responsiveness.

- a. **Minimum Participation Level (MPL) Documentation** - If the documentation submitted with the proposal demonstrates that the proposer has identified DBs sufficient to meet the MPL established for this contract, the proposer will be deemed to have satisfied the DB requirement during this phase. The proposer is required to provide the business name and business address of each DB and supporting documentation that includes proof of certification.

If the consultant's proposal demonstrates the consultant's inability to meet the MPL established for this contract, the proposer shall demonstrate Good Faith Efforts with its proposal. Failure to submit the required documentation demonstrating Good Faith Efforts as further described below with the proposal may result in a rejection of the proposal.

- b. If no MPL has been established for this contract, the proposer is required to either provide a statement of intent that it will self-perform 100% of the work for the agreement, or demonstrate Good Faith Efforts to solicit subconsultants that are DBs. In either case documentation shall be provided with the proposal.

Failure to submit the required information identified above with the proposal may result in a rejection of the proposal.

2. Good Faith Effort Requirements: The documentation of Good Faith Efforts must include the business name and business address of each DB considered. Supporting documentation must also include proof of certification and any explanation of Good Faith Efforts the proposer would like the Commission to consider. Any services to be performed by a DB are required to be readily identifiable to the agreement. Good Faith efforts are demonstrated by seeking out DB participation in the project given all relevant circumstances. The Commission requires the proposer to demonstrate more than Pro Forma Efforts. Evidence of Good Faith Efforts includes, but is not limited to:

- a. Consultant solicits through all reasonable and available means the interest of all certified DBs with the capacity to perform the scope of work set forth in the agreement.
- b. The proposer must provide written notification at least 5 business days before proposals are due to allow the DBs to respond to the solicitation.
- c. The proposer must determine with certainty if DBs are interested by taking appropriate steps to follow up initial solicitations.
- d. The proposer must make efforts to select portions of the work to be performed by DBs to include, where appropriate, breaking out contract work into economically feasible units to facilitate DB participation;
- e. It is the proposer's responsibility to make a portion of the work available to DBs and, to select those portions of the work, so as to facilitate DB participation.
- f. The proposer shall provide evidence of such negotiations that include the names, addresses, and telephone numbers of DBs considered; A description of the information provided regarding the required work and services for the work selected for subconsultants; and evidence as to why additional agreements could not be reached for DBs to perform the work.
- g. Proposers cannot reject or withhold solicitation of DBs as being unqualified without sound reasons based on a thorough investigation of their capabilities.
- h. The DB's standing within its industry, membership in specific groups, organizations or associations and political or social affiliations (for example union v. non-union employee status) are not legitimate causes for the rejection or non-solicitation of proposals in the proposer's efforts to meet the Good Faith Efforts requirement.
- i. Efforts to assist interested DBs in obtaining bonding, lines of credit or insurance.

3. Actions Taken by the Commission. As part of the proposal review process, the Commission will review the submissions to determine whether the proposer has complied with Section 303 and this requirement in the selection of DB subconsultants. The Commission will determine whether the proposer has either met the MPL or provided acceptable documentation as noted above. The Commission reserves the right to contact proposers for clarification during the review and negotiation process.

If the Commission determines that the proposer has failed to either meet the MPL or provide acceptable documentation as noted above, the proposal may be rejected.

(d) Consultant Requirements During Performance of Services.

1. Replacement of a DB Subconsultant. Consultant must continue good faith efforts through completion of the contract. The obligation to make Good Faith Efforts to solicit subconsultants for any type of service extends to additional work required for any service which is identified to be performed by a DB. If at any time during the performance of the work, it becomes necessary to replace or add a subconsultant that is a DB, the consultant, as appropriate, shall immediately notify the Commission and seek approval in writing in accordance with the Agreement of the need to replace the DB, which notice shall include the reasons for the replacement. If a prime consultant who originally indicated that it would self-perform all work subsequently decides to use a subconsultant for any work under the contract, the consultant must submit documentation of all Good Faith Efforts as to the work for which a subconsultant is obtained.

2. Records. Maintain project records as are necessary to evaluate DB compliance and as necessary to perform the reporting function addressed below. Maintain all records for a period of 3 years following acceptance of final payment. Make these records available for inspection by the Commission, its designees or agents. These records should indicate:

2.a. The number of DB and non-DB subconsultants and the type of services performed on or incorporated in this project.

2.b. The progress and efforts made in seeking out DB subconsultant organizations and individual DB consultants for work on this project to increase the amount of DB participation and/or to maintain the commitments made at the time of the proposal to DBs.

2.c. Documentation of all correspondence, contacts, telephone calls, and other contacts made to obtain the service of DBs on this project.

3. Reports. Maintain monthly reports and submit reports as required by the Commission concerning those contracts and other business executed with DBs with respect to the records referred to in subsection (e)2. above in such form and manner as prescribed by the Commission. At a minimum, the Reports shall contain the following:

3.a The number of Contracts with DBs noting the type of services provided, including the execution date of each contract.

3.b The amounts paid to each DB during the month, the dates of payment, and the overall amounts paid to date. If no payments are made to a DB during the month, enter a zero (\$0) payment.

3.c Upon request and upon completion of individual DB firm's work, submit paid invoices or a certification attesting to the actual amount paid. In the event the actual amount paid is less than the award amount, a complete explanation of difference is required.

4. Subconsultant Contracts

4.a. Subcontracts with DB firms will not contain provisions waiving legal rights or remedies provided by laws or regulations of the Federal Government or the Commonwealth of Pennsylvania or the Commission through contract provisions or regulations.

4.b. Prime consultant will not impose provisions on DB subconsultants that are more onerous or restrictive than the terms of the prime's contract with non-DBs.

4.c. Executed copies of subcontracts/purchase orders are to be received by the Commission before the commencement of work by the DB.

5. Payments to DB Subconsultants. Payments to DBs are to be made in accordance with the prompt payment requirements of Chapter 39, Subchapter D of the Procurement Code, 62 Pa.C.S. §3931 et seq. Performance of services by a DB subconsultant in accordance with the terms of the contract entitles the subconsultant to payment.

(e) Actions to be Taken by Commission After Performance of Services. Following completion of the Consultant's services, the Director of the Commission's Office of Diversity and Inclusion or his/her designee will review the overall DB participation to assess the Consultant's compliance with Section 303 and this contract. Appropriate sanctions may be imposed under 62 Pa.C.S. § 531 (relating to debarment or suspension) for a Consultant's failure to comply with Section 303 and the requirements of the contract.

**Collections Activity Total Number and Dollar Amounts of Placements
Fiscal Year 2014**

	First Placement					Second Placement					Totals			
	#	Tolls	Fees	Total		#	Tolls	Fees	Total		#	Tolls	Fees	Total
June	26,671	668,172.85	889,404.97	1,557,577.82		14,796	339,152.26	591,555.75	930,708.01		41,467	1,007,325.11	1,480,960.72	2,488,285.83
July	33,582	845,254.76	1,162,576.17	2,007,830.93		16,761	375,573.77	670,755.35	1,046,329.12		50,343	1,220,828.53	1,833,331.52	3,054,160.05
Aug	29,706	1,027,841.13	1,020,169.85	2,048,010.98		14,670	338,006.77	586,608.48	924,615.25		44,376	1,077,019.78	1,606,778.33	2,683,798.11
Sept	29,528	717,356.44	1,004,375.90	1,721,732.34		15,167	350,539.83	606,585.75	957,125.58		44,695	1,067,896.27	1,610,961.65	2,678,857.92
Oct	38,028	920,420.65	1,352,711.07	2,273,131.72		12,779	295,164.00	510,739.04	805,903.04		50,807	1,215,584.65	1,863,450.11	3,079,034.76
Nov	22,734	554,622.39	731,384.44	1,286,006.83		20,265	482,648.87	810,703.35	1,293,352.22		42,999	1,037,271.26	1,542,087.79	2,579,359.05
Dec	31,368	752,579.91	1,075,673.93	1,828,253.84		12,803	295,937.35	512,532.42	808,469.77		44,171	1,048,517.26	1,588,206.35	2,636,723.61
Jan	37,177	870,627.89	1,302,880.68	2,173,508.57		13,569	320,721.00	542,495.69	863,216.69		50,746	1,191,348.89	1,845,376.37	3,036,725.26
Feb	30,702	713,209.69	1,049,562.52	1,762,772.21		12,863	317,128.63	514,451.95	831,580.58		43,565	1,030,338.32	1,564,014.47	2,594,352.79
Mar	28,705	672,739.11	971,142.45	1,643,881.56		15,942	394,608.25	637,282.70	1,031,890.95		44,647	1,067,347.36	1,608,425.15	2,675,772.51
Apr	31,680	798,000.62	1,095,585.57	1,893,586.19		15,226	363,825.31	608,064.56	971,889.87		46,906	1,161,825.93	1,703,650.13	2,865,476.06
May	25,922	657,743.34	886,361.57	1,544,104.91		18,385	447,825.58	735,087.61	1,182,913.19		44,307	1,105,568.92	1,621,449.18	2,727,018.10
Totals	365,803	9,198,568.78	12,541,829.12	21,740,397.90		183,226	4,321,131.62	7,326,862.65	11,647,994.27		549,029	13,230,872.28	19,868,691.77	33,099,564.05

**Collections Activity Total Number and Dollar Amounts of Placements for Violation Notices
Fiscal Year 2014**

	First Placement				Second Placement				Totals			
	#	Tolls	Fees	Total	#	Tolls	Fees	Total	#	Tolls	Fees	Total
June	14,879	350,296.64	594,604.97	944,901.61	14,796	339,152.26	591,555.75	930,708.01	29,675	689,448.90	1,186,160.72	1,875,609.62
July	21,568	524,253.56	862,226.17	1,386,479.73	16,761	375,573.77	670,755.35	1,046,329.12	38,329	899,827.33	1,532,981.52	2,432,808.85
Aug	18,554	452,541.73	741,369.85	1,193,911.58	14,670	338,006.77	586,608.48	924,615.25	33,224	790,548.50	1,327,978.33	2,118,526.83
Sept	17,843	421,577.46	712,250.90	1,133,828.36	15,167	350,539.83	606,585.75	957,125.58	33,010	772,117.29	1,318,836.65	2,090,953.94
Oct	26,828	647,666.01	1,072,711.07	1,720,377.08	12,779	295,164.00	510,739.04	805,903.04	39,607	942,830.01	1,583,450.11	2,526,280.12
Nov	10,874	267,920.10	434,884.44	702,804.54	20,265	482,648.87	810,703.35	1,293,352.22	31,139	750,568.97	1,245,587.79	1,996,156.76
Dec	19,428	471,945.77	777,173.93	1,249,119.70	12,803	295,937.35	512,532.42	808,469.77	32,231	767,883.12	1,289,706.35	2,057,589.47
Jan	24,912	580,002.64	996,255.68	1,576,258.32	13,569	320,721.00	542,495.69	863,216.69	38,481	900,723.64	1,538,751.37	2,439,475.01
Feb	18,781	441,318.58	751,537.52	1,192,856.10	12,863	317,128.63	514,451.95	831,580.58	31,644	758,447.21	1,265,989.47	2,024,436.68
Mar	16,895	405,360.87	675,892.45	1,081,253.32	15,942	394,608.25	637,282.70	1,031,890.95	32,837	799,969.12	1,313,175.15	2,113,144.27
Apr	20,318	534,401.21	811,535.57	1,345,936.78	15,226	363,825.31	608,064.56	971,889.87	35,544	898,226.52	1,419,600.13	2,317,826.65
May	15,891	440,181.65	635,586.57	1,075,768.22	18,385	447,825.58	735,087.61	1,182,913.19	34,276	888,007.23	1,370,674.18	2,258,681.41
	226,771	5,537,466	9,066,029	14,603,495.34	183,226	4,321,132	7,326,863	11,647,994.27	409,997	9,858,597.84	16,392,891.77	26,251,489.61
Average		24.42	39.98	64.40		23.58	39.99	63.57		24.05	39.98	64.03

**Collections Activity Total Number and Dollar Amounts of Placements for Insufficient E-ZPass Accounts
Fiscal Year 2014**

	First Placement				Second Placement				Totals			
	#	Tolls	Fees	Total	#	Tolls	Fees	Total	#	Tolls	Fees	Total
June	11,792	317,876.21	294,800.00	612,676.21					11,792	317,876.21	294,800.00	612,676.21
July	12,014	321,001.20	300,350.00	621,351.20					12,014	321,001.20	300,350.00	621,351.20
Aug	11,152	286,471.28	278,800.00	565,271.28					11,152	286,471.28	278,800.00	565,271.28
Sept	11,685	295,778.98	292,125.00	587,903.98					11,685	295,778.98	292,125.00	587,903.98
Oct	11,200	272,754.64	280,000.00	552,754.64					11,200	272,754.64	280,000.00	552,754.64
Nov	11,860	286,702.29	296,500.00	583,202.29					11,860	286,702.29	296,500.00	583,202.29
Dec	11,940	280,634.14	298,500.00	579,134.14					11,940	280,634.14	298,500.00	579,134.14
Jan	12,265	290,625.25	306,625.00	597,250.25					12,265	290,625.25	306,625.00	597,250.25
Feb	11,921	271,891.11	298,025.00	569,916.11					11,921	271,891.11	298,025.00	569,916.11
Mar	11,810	267,378.24	295,250.00	562,628.24					11,810	267,378.24	295,250.00	562,628.24
Apr	11,362	263,599.41	284,050.00	547,649.41					11,362	263,599.41	284,050.00	547,649.41
May	10,031	217,561.69	250,775.00	468,336.69					10,031	217,561.69	250,775.00	468,336.69
	139,032	3,372,274.44	3,475,800.00	6,848,074.44					139,032	3,372,274.44	3,475,800.00	6,848,074.44
Average		24.26	25.00	49.26						24.26	25.00	49.26

Collections Activity Total Number and Dollar Amounts of Placements
Fiscal Year 2015

	First Placement			
	#	Tolls	Fees	Total
June	31,145	800,853.87	1,090,109.10	1,890,962.97
July	37,888	962,009.32	1,367,015.29	2,329,024.61
Aug	32,631	808,655.99	1,159,155.30	1,967,811.29
Sept	34,429	856,732.24	1,227,906.31	2,084,638.55
Oct	43,099	1,090,939.36	1,564,409.39	2,655,348.75
Nov	36,095	914,179.41	1,284,314.86	2,198,494.27
Dec	42,960	1,068,919.86	1,550,715.25	2,619,635.11
Jan	37,151	888,732.51	1,306,424.17	2,195,156.68
Feb	37,131	895,324.00	1,308,037.54	2,203,361.54
Mar	36,312	873,033.78	1,268,931.39	2,141,965.17
Apr	37,857	936,165.67	1,337,383.05	2,273,548.72
May	30,874	770,238.97	1,054,977.95	1,825,216.92
	437,572	10,865,785	15,519,380	26,385,165

	Second Placement			
	#	Tolls	Fees	Total
	16,272	391,482.50	651,000.68	1,042,483.18
	16,678	403,886.65	667,109.74	1,070,996.39
	17,053	409,621.62	681,933.95	1,091,555.57
	14,821	348,440.28	592,914.79	941,355.07
	13,297	329,676.34	532,146.85	861,823.19
	11,336	311,959.49	452,831.47	764,790.96
	12,596	345,489.45	503,736.29	849,225.74
	13,854	399,010.70	554,052.80	953,063.50
	18,245	519,469.79	729,910.80	1,249,380.59
	15,079	440,386.38	603,283.43	1,043,669.81
	35,256	877,984.31	1,410,430.46	2,288,414.77
	26,725	739,504.19	1,068,932.01	1,808,436.20
	211,212	5,516,912	8,448,283	13,965,195

	Totals			
	#	Tolls	Fees	Total
	47,417	1,192,336.37	1,741,109.78	2,933,446.15
	54,566	1,365,895.97	2,034,125.03	3,400,021.00
	49,684	1,218,277.61	1,841,089.25	3,059,366.86
	49,250	1,205,172.52	1,820,821.10	3,025,993.62
	56,396	1,420,615.70	2,096,556.24	3,517,171.94
	47,431	1,226,138.90	1,737,146.33	2,963,285.23
	55,556	1,414,409.31	2,054,451.54	3,468,860.85
	51,005	1,287,743.21	1,860,476.97	3,148,220.18
	55,376	1,414,793.79	2,037,948.34	3,452,742.13
	51,391	1,313,420.16	1,872,214.82	3,185,634.98
	73,113	1,814,149.98	2,747,813.51	4,561,963.49
	57,599	1,509,743.16	2,123,909.96	3,633,653.12
	648,784	16,382,697	23,967,663	40,350,360

**Collections Activity Total Number and Dollar Amounts of Placements for Violation Notices
Fiscal Year 2015**

	First Placement					Second Placement					Totals			
	#	Tolls	Fees	Total		#	Tolls	Fees	Total		#	Tolls	Fees	Total
June	20,772	571,181.51	830,784.10	1,401,965.61		16,272	391,482.50	651,000.68	1,042,483.18		37,044	962,664.01	1,481,784.78	2,444,448.79
July	27,962	756,317.25	1,118,865.29	1,875,182.54		16,678	403,886.65	667,109.74	1,070,996.39		44,640	1,160,203.90	1,785,975.03	2,946,178.93
Aug	22,899	616,832.14	915,855.30	1,532,687.44		17,053	409,621.62	681,933.95	1,091,555.57		39,952	1,026,453.76	1,597,789.25	2,624,243.01
Sept	24,485	657,883.63	979,306.31	1,637,189.94		14,821	348,440.28	592,914.79	941,355.07		39,306	1,006,323.91	1,572,221.10	2,578,545.01
Oct	32,483	877,439.29	1,299,009.39	2,176,448.68		13,297	329,676.34	532,146.85	861,823.19		45,780	1,207,115.63	1,831,156.24	3,038,271.87
Nov	25,479	677,777.69	1,018,914.86	1,696,692.55		11,336	311,959.49	452,831.47	764,790.96		36,815	989,737.18	1,471,746.33	2,461,483.51
Dec	31,843	830,843.41	1,272,790.25	2,103,633.66		12,596	345,489.45	503,736.29	849,225.74		44,439	1,176,332.86	1,776,526.54	2,952,859.40
Jan	25,142	633,373.90	1,006,199.17	1,639,573.07		13,854	399,010.70	554,052.80	953,063.50		38,996	1,032,384.60	1,560,251.97	2,592,636.57
Feb	25,304	640,625.62	1,012,362.54	1,652,988.16		18,245	519,469.79	729,910.80	1,249,380.59		43,549	1,160,095.41	1,742,273.34	2,902,368.75
Mar	24,129	608,703.86	964,356.39	1,573,060.25		15,079	440,386.38	603,283.43	1,043,669.81		39,208	1,049,090.24	1,567,639.82	2,616,730.06
Apr	26,032	674,050.13	1,041,758.05	1,715,808.18		35,256	877,984.31	1,410,430.46	2,288,414.77		61,288	1,552,034.44	2,452,188.51	4,004,222.95
May	18,865	503,320.20	754,752.95	1,258,073.15		26,725	739,504.19	1,068,932.01	1,808,436.20		45,590	1,242,824.39	1,823,684.96	3,066,509.35
	305,395	8,048,348.63	12,214,954.60	20,263,303.23		211,212	5,516,911.70	8,448,283.27	13,965,194.97		516,607	13,565,260.33	20,663,237.87	34,228,498.20
Average		26.35	40.00	66.35			26.12	40.00	66.12			26.26	40.00	66.26

Collections Activity Total Number and Dollar Amounts of Placements for Insufficient E-ZPass Accounts
Fiscal Year 2015

	First Placement					Second Placement					Totals			
	#	Tolls	Fees	Total		#	Tolls	Fees	Total		#	Tolls	Fees	Total
June	10,373	229,672.36	259,325.00	488,997.36		N/A	N/A	N/A	N/A		10,373	229,672.36	259,325.00	488,997.36
July	9,926	205,692.07	248,150.00	453,842.07							9,926	205,692.07	248,150.00	453,842.07
Aug	9,732	191,823.85	243,300.00	435,123.85							9,732	191,823.85	243,300.00	435,123.85
Sept	9,944	198,848.61	248,600.00	447,448.61							9,944	198,848.61	248,600.00	447,448.61
Oct	10,616	213,500.07	265,400.00	478,900.07							10,616	213,500.07	265,400.00	478,900.07
Nov	10,616	236,401.72	265,400.00	501,801.72							10,616	236,401.72	265,400.00	501,801.72
Dec	11,117	238,076.45	277,925.00	516,001.45							11,117	238,076.45	277,925.00	516,001.45
Jan	12,009	255,358.61	300,225.00	555,583.61							12,009	255,358.61	300,225.00	555,583.61
Feb	11,827	254,698.38	295,675.00	550,373.38							11,827	254,698.38	295,675.00	550,373.38
Mar	12,183	264,329.92	304,575.00	568,904.92							12,183	264,329.92	304,575.00	568,904.92
Apr	11,825	262,115.54	295,625.00	557,740.54							11,825	262,115.54	295,625.00	557,740.54
May	12,009	266,918.77	300,225.00	567,143.77							12,009	266,918.77	300,225.00	567,143.77
	132,177	2,817,436.35	3,304,425.00	6,121,861.35							132,177	2,817,436.35	3,304,425.00	6,121,861.35
Average		21.32	25.00	46.32								21.32	25.00	46.32

Collections Activity Total Number and Dollar Amounts of Placements
Fiscal Year 2016

	First Placement			
	#	Tolls	Fees	Total
June	39,094	765,941.35	1,079,731.72	2,417,146.64
July	47,355	999,169.91	1,388,789.92	2,980,306.03
Aug	40,150	849,100.24	1,167,753.41	2,527,682.40
Sept	49,719	1,109,641.04	1,496,551.19	3,194,261.54
Oct	42,265	854,182.48	1,173,190.96	2,639,765.77
Nov	0	0.00	0.00	0.00
Dec	0	0.00	0.00	0.00
Jan	0	0.00	0.00	0.00
Feb	0	0.00	0.00	0.00
Mar	0	0.00	0.00	0.00
Apr	0	0.00	0.00	0.00
May	0	0.00	0.00	0.00
	218,583	4,578,035	6,306,017	13,759,162

	Second Placement			
	#	Tolls	Fees	Total
	19,909	543,683.83	796,546.70	1,340,230.53
	25,029	665,914.14	1,000,623.04	1,666,537.18
	19,617	502,927.19	784,794.24	1,287,721.43
	24,253	615,229.25	969,838.72	1,585,067.97
	14,531	369,599.66	581,083.32	950,682.98
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	103,339	2,697,354	4,132,886	6,830,240

	Totals			
	#	Tolls	Fees	Total
	59,003	1,309,625.18	1,876,278.42	3,757,377.17
	72,384	1,665,084.05	2,389,412.96	4,646,843.21
	59,767	1,352,027.43	1,952,547.65	3,815,403.83
	73,972	1,724,870.29	2,466,389.91	4,779,329.51
	56,796	1,223,782.14	1,754,274.28	3,590,448.75
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	0	0.00	0.00	0.00
	321,922	7,275,389	10,438,903	20,589,402

**Collections Activity Total Number and Dollar Amounts of Placements for Violation Notices
Fiscal Year 2016**

	First Placement				Second Placement				Totals			
	#	Tolls	Fees	Total	#	Tolls	Fees	Total	#	Tolls	Fees	Total
June	26,985	765,941.35	1,079,731.72	1,845,673.07	19,909	543,683.83	796,546.70	1,340,230.53	46,894	1,309,625.18	1,876,278.42	3,185,903.60
July	34,735	999,169.91	1,388,789.92	2,387,959.83	25,029	665,914.14	1,000,623.04	1,666,537.18	59,764	1,665,084.05	2,389,412.96	4,054,497.01
Aug	29,178	849,100.24	1,167,753.41	2,016,853.65	19,617	502,927.19	784,794.24	1,287,721.43	48,795	1,352,027.43	1,952,547.65	3,304,575.08
Sept	37,400	1,109,641.04	1,496,551.19	2,606,192.23	24,253	615,229.25	969,838.72	1,585,067.97	61,653	1,724,870.29	2,466,389.91	4,191,260.20
Oct	29,336	854,182.48	1,173,190.96	2,027,373.44	14,531	369,599.66	581,083.32	950,682.98	43,867	1,223,782.14	1,754,274.28	2,978,056.42
Nov				0.00				0.00	0	0.00	0.00	0.00
Dec				0.00				0.00	0	0.00	0.00	0.00
Jan				0.00				0.00	0	0.00	0.00	0.00
Feb				0.00				0.00	0	0.00	0.00	0.00
Mar				0.00				0.00	0	0.00	0.00	0.00
Apr				0.00				0.00	0	0.00	0.00	0.00
May				0.00				0.00	0	0.00	0.00	0.00
	157,634	4,578,035.02	6,306,017.20	10,884,052.22	103,339	2,697,354.07	4,132,886.02	6,830,240.09	260,973	7,275,389.09	10,438,903.22	17,714,292.31
Average		29.04	40.00	69.05		26.10	39.99	66.10		27.88	40.00	67.88

**Collections Activity Total Number and Dollar Amounts of Placements for Insufficient E-ZPass Accounts
Fiscal Year 2016**

	First Placement					Second Placement					Totals			
	#	Tolls	Fees	Total		#	Tolls	Fees	Total		#	Tolls	Fees	Total
June	12,109			571,473.57	N/A	N/A	N/A	N/A			12,109			571,473.57
July	12,620			592,346.20							12,620			592,346.20
Aug	10,972			510,828.75							10,972			510,828.75
Sept	12,319			588,069.31							12,319			588,069.31
Oct	12,929			612,392.33							12,929			612,392.33
Nov														
Dec														
Jan														
Feb														
Mar														
Apr														
May														
	60,949	0.00	0.00	2,875,110.16							60,949	0.00	0.00	2,875,110.16
Average		0.00	0.00	47.17								0.00	0.00	47.17

APPENDIX F – INTERFACE CONTROL DOCUMENT (ICD) FILE FORMAT

NO	FIELD DESCRIPTION	LEN	START POSITION	END POSITION	DATA TYPE	FORMAT	VALUES
1	Docket Number	12	1	12	Char	AANNNNNNNNNS AA = assigned prefix by OAG N = numeric code S = alpha suffix for multiple claims for same entity.	AA = EZ NNNNNNNNN = Notice Number S = blank
2	Debtor Last Name	60	13	72	Char		Violator last name or business according to the rules for parsing names.
3	Debtor First Name	20	73	92	Char		Violator first name according to the rules for parsing names.
4	Debtor Middle Name	20	93	112	Char		Blank
5	Debtor Generation	5	113	117	Char		Blank
6	Debtor Name Type	1	118	118	Char	'P' – Person 'B' – Business	'P' or 'B' according to the rules for parsing names.
7	Debtor Street Add 1	30	119	148	Char		Violator address 1
8	Debtor Street Add 2	30	149	178	Char		Violator address 2
9	Debtor City	17	179	195	Char		Violator City
10	Debtor State	02	196	197	Char	AA-ZZ	Violator State
11	Debtor Zip Code	09	198	206	Num	NNNNNNNNN	Violator Zip 1 and Zip 2. If Zip 2 is null, fill with 0's
12	Debtor Telephone	10	207	216	Char	NNNNNNNNN	Violator Area Code and Home Phone number. If null, field is left in blank.
13	Leg. Liabe Last Name	60	217	276	Char		Blank
14	Leg. Liabe First Name	20	277	296	Char		Blank
15	Leg. Liabe Middle Name	20	297	316	Char		Blank
16	Leg. Liabe Generation	05	317	321	Char		Blank
17	Leg. Liabe Name Type	01	322	322	Char		Blank
18	Leg. Liabe Street Add 1	30	323	352	Char		Blank
19	Leg. Liabe Street Add 2	30	353	382	Char		Blank
20	Leg. Liabe City	17	383	399	Char		Blank
21	Leg. Liabe State	02	400	401	Char		Blank
22	Leg. Liabe Zip Code	09	402	410	Num		Blank
23	Leg. Liabe Telephone	10	411	420	Char		Blank
24	County Code	02	421	422	Char		Blank
25	Present Balance	11	423	433	Char		Violation Unpaid amount by the time the file is created.
26	Claim Referral Date	06	434	439	Char		Date when file is created.
27	Basis of Liability	88	440	527	Char		This field will contain the AccountNumber, the Violation Date and Time (YYYY-MM-DD HH:MM:SS). The time is represented in a 24-hour clock. The Plaza ID where the violation occurred, the lane number, the vehicle class, the License Plate Number, Plate type and state. The fields will be separated by spaces with the following format: 0000000000 – AccountNumber TOLL VIOLATION DD/MM/YYYY HH24:MM:SS – Violation Date/TimePLZ: 000 – Plaza ID00 - LaneNumber 00 – Class PLT: NNNNNNNNNNNN – License Plate Number NN – Lic Plate StateNNNN – Lic Plate Type (*) This field will be right padded with spaces.

(*) Example of Basis of Liability for a Violation happened on 01/04/2002 05:23:16 PM at Plaza 41, lane 1 with a license plate DDB4081, type STDR, state PA, vehicle class 2 and surrogate ID 123:

0000000123 TOLL VIOLATION 01/04/2002 17:23:16 PLZ:041 01 02 PLT:DDB4081 PA STDR

Appendix G - Sample Current Collection Agency Reporting
Agency 1 Sample E-ZPass Insufficient (IF) Monthly Inventory Report

Account #	Customer Name	Placement Date	Amount to be Collected
1		9/29/2015	\$38.73
2		9/29/2015	\$40.32
3		5/29/2015	\$46.01
4		7/29/2015	\$44.58
5		9/29/2015	\$42.09
6		4/29/2015	\$41.75
7		9/1/2015	\$43.24
8		4/29/2015	\$38.63
9		9/1/2015	\$37.58
10		4/29/2015	\$35.04
11		7/29/2015	\$35.97
12		7/29/2015	\$50.48
13		9/29/2015	\$37.54
14		9/29/2015	\$35.08
15		9/29/2015	\$36.42
16		7/29/2015	\$40.00
17		4/29/2015	\$42.87
18		7/29/2015	\$49.85
19		9/29/2015	\$35.26
20		4/29/2015	\$42.00
21		9/29/2015	\$39.96
22		9/1/2015	\$86.35
23		4/29/2015	\$73.01
24		4/29/2015	\$38.68
25		4/29/2015	\$42.51
26		4/29/2015	\$43.04
27		7/29/2015	\$50.93
28		7/29/2015	\$42.30
29		4/29/2015	\$39.80

Appendix G - Sample Current Collection Agency Reporting
Agency 1 Sample E-ZPass Insufficient (IF) Weekly Activity Report

Collection Agency Name										
Street Address										
City, State ZIP										
Customer - PA Turnpike Commission										
Weekly Activity Report										
Report Date - 10/05/20XX-10/09/20XX										
Customer Acct#	Debtor Name	Date Placed	Date Paid	Pmt Type	Agency Payments	Direct Payments	Fees	Sales Tax	Remit to Client	Balance Due
IF000001		09/29/2015	10/8/2015	Agency Payment	\$ 38.88	\$ -	\$ 5.05	\$ -	\$ 33.83	\$ -
IF000002		09/29/2015	10/5/2015	Direct Payment	\$ -	\$ 36.53	\$ -	\$ -	\$ -	\$ -
IF000003		09/29/2015	10/8/2015	Direct Payment	\$ -	\$ 36.34	\$ -	\$ -	\$ -	\$ -
IF000004		09/29/2015	10/7/2015	Agency Payment	\$ 35.00	\$ -	\$ 4.55	\$ -	\$ 30.45	\$ 0.25
IF000005		09/29/2015	10/5/2015	Direct Payment	\$ -	\$ 28.07	\$ -	\$ -	\$ -	\$ -
IF000006		09/29/2015	10/9/2015	Agency Payment	\$ 41.17	\$ -	\$ 5.35	\$ -	\$ 35.82	\$ -
IF000007		06/29/2015	10/8/2015	Agency Payment	\$ 42.09	\$ -	\$ 5.47	\$ -	\$ 36.62	\$ -
IF000008		09/01/2015	10/9/2015	Agency Payment	\$ 49.26	\$ -	\$ 6.40	\$ -	\$ 42.86	\$ -
IF000009		09/29/2015	10/9/2015	Direct Payment	\$ -	\$ 26.09	\$ -	\$ -	\$ -	\$ -
IF000010		09/29/2015	10/5/2015	Agency Payment	\$ 35.16	\$ -	\$ 4.57	\$ -	\$ 30.59	\$ -
IF000011		07/29/2015	10/7/2015	Agency Payment	\$ 40.31	\$ -	\$ 5.24	\$ -	\$ 35.07	\$ -
IF000012		06/29/2015	10/5/2015	Direct Payment	\$ -	\$ 33.23	\$ 4.32	\$ -	\$ (4.32)	\$ -
IF000013		09/29/2015	10/5/2015	Direct Payment	\$ -	\$ 30.17	\$ -	\$ -	\$ -	\$ -
IF000014		09/01/2015	10/9/2015	Agency Payment	\$ 42.94	\$ -	\$ 5.58	\$ -	\$ 37.36	\$ -
IF000015		06/29/2015	10/6/2015	Direct Payment	\$ -	\$ 27.42	\$ 3.56	\$ -	\$ (3.56)	\$ -
IF000016		09/29/2015	10/9/2015	Agency Payment	\$ 40.37	\$ -	\$ 5.25	\$ -	\$ 35.12	\$ -
IF000017		09/29/2015	10/5/2015	Agency Payment	\$ 38.75	\$ -	\$ 5.04	\$ -	\$ 33.71	\$ -
IF000018		09/29/2015	10/8/2015	Agency Payment	\$ 42.51	\$ -	\$ 5.53	\$ -	\$ 36.98	\$ -
IF000019		09/29/2015	10/5/2015	Direct Payment	\$ -	\$ 29.95	\$ -	\$ -	\$ -	\$ -
IF000020		09/29/2015	10/7/2015	Direct Payment	\$ -	\$ 25.05	\$ -	\$ -	\$ -	\$ -
IF000021		09/01/2015	10/9/2015	Direct Payment	\$ -	\$ 29.19	\$ 3.79	\$ -	\$ (3.79)	\$ -
IF000022		09/29/2015	10/5/2015	Direct Payment	\$ -	\$ 36.56	\$ -	\$ -	\$ -	\$ 25.00
IF000023		09/29/2015	10/7/2015	Agency Payment	\$ 74.61	\$ -	\$ 9.70	\$ -	\$ 64.91	\$ -

Appendix G - Sample Current Collection Agency Reporting
Agency 1 Sample Violation (VI) Monthly Inventory Report

Account #	Customer Name	Placement Date	Amount to be Collected
1		9/29/2015	\$38.73
2		9/29/2015	\$40.32
3		5/29/2015	\$46.01
4		7/29/2015	\$44.58
5		9/29/2015	\$42.09
6		4/29/2015	\$41.75
7		9/1/2015	\$43.24
8		4/29/2015	\$38.63
9		9/1/2015	\$37.58
10		4/29/2015	\$35.04
11		7/29/2015	\$35.97
12		7/29/2015	\$50.48
13		9/29/2015	\$37.54
14		9/29/2015	\$35.08
15		9/29/2015	\$36.42
16		7/29/2015	\$40.00
17		4/29/2015	\$42.87
18		7/29/2015	\$49.85
19		9/29/2015	\$35.26
20		4/29/2015	\$42.00
21		9/29/2015	\$39.96
22		9/1/2015	\$86.35
23		4/29/2015	\$73.01
24		4/29/2015	\$38.68
25		4/29/2015	\$42.51
26		4/29/2015	\$43.04
27		7/29/2015	\$50.93
28		7/29/2015	\$42.30
29		4/29/2015	\$39.80
30		4/29/2015	\$39.75

Appendix G - Sample Current Collection Agency Reporting
Agency 1 Sample Violation (VI) Weekly Activity Report

Collection Agency Name										
Street Address										
City, State ZIP										
Customer - Pennsylvania Turnpike Commission										
Weekly Activity Report										
Period - 10/05/20XX-10/09/20XX										
Customer Acct#	Debtor Name	Date Placed	Date Paid	Pmt Type	Agency Payments	Direct Payments	Fees	Sales Tax	Remit to Client	Balance Due
VI000001		10/02/2015	10/6/2015	Direct Payment	\$ -	\$ 41.70	\$ -	\$ -	\$ -	\$ -
VI000002		09/24/2015	10/5/2015	Direct Payment	\$ -	\$ 1.46	\$ -	\$ -	\$ -	\$ -
VI000003		07/23/2015	10/7/2015	Agency Payment	\$ 72.35	\$ -	\$ 9.41	\$ -	\$ 62.94	\$ -
VI000004		07/23/2015	10/7/2015	Agency Payment	\$ 78.45	\$ -	\$ 10.20	\$ -	\$ 68.25	\$ -
VI000005		05/21/2015	10/5/2015	Agency Payment	\$ 73.55	\$ -	\$ 9.56	\$ -	\$ 63.99	\$ -
VI000006		10/02/2015	10/5/2015	Direct Payment	\$ -	\$ 46.20	\$ -	\$ -	\$ -	\$ -
VI000007		10/02/2015	10/5/2015	Direct Payment	\$ -	\$ 79.90	\$ -	\$ -	\$ -	\$ -
VI000008		05/21/2015	10/7/2015	Direct Payment	\$ -	\$ 2.18	\$ 0.28	\$ -	\$ (0.28)	\$ -
VI000009		05/21/2015	10/7/2015	Direct Payment	\$ -	\$ 2.06	\$ 0.27	\$ -	\$ (0.27)	\$ -
VI000010		09/17/2015	10/6/2015	Agency Payment	\$ 63.85	\$ -	\$ 8.30	\$ -	\$ 55.55	\$ -
VI000011		09/10/2015	10/6/2015	Direct Payment	\$ -	\$ 68.75	\$ 8.94	\$ -	\$ (8.94)	\$ -
VI000012		09/10/2015	10/6/2015	Direct Payment	\$ -	\$ 173.50	\$ 22.56	\$ -	\$ (22.56)	\$ -
VI000013		09/17/2015	10/7/2015	Agency Payment	\$ 74.45	\$ -	\$ 9.68	\$ -	\$ 64.77	\$ -
VI000014		09/10/2015	10/5/2015	Direct Payment	\$ -	\$ 8.69	\$ 1.13	\$ -	\$ (1.13)	\$ -
VI000015		09/10/2015	10/5/2015	Direct Payment	\$ -	\$ 1.46	\$ 0.19	\$ -	\$ (0.19)	\$ -
VI000016		09/10/2015	10/5/2015	Direct Payment	\$ -	\$ 17.38	\$ 2.26	\$ -	\$ (2.26)	\$ -
VI000017		09/10/2015	10/7/2015	Agency Payment	\$ 29.20	\$ -	\$ 3.80	\$ -	\$ 25.40	\$ 15.00
VI000018		09/10/2015	10/7/2015	Agency Payment	\$ 29.20	\$ -	\$ 3.80	\$ -	\$ 25.40	\$ 15.00
VI000019		09/17/2015	10/7/2015	Agency Payment	\$ 74.45	\$ -	\$ 9.68	\$ -	\$ 64.77	\$ -
VI000020		10/02/2015	10/6/2015	Direct Payment	\$ -	\$ 7.60	\$ -	\$ -	\$ -	\$ -
VI000021		10/02/2015	10/6/2015	Direct Payment	\$ -	\$ 13.41	\$ -	\$ -	\$ -	\$ -
VI000022		09/24/2015	10/5/2015	Agency Payment	\$ 73.55	\$ -	\$ 9.56	\$ -	\$ 63.99	\$ -
VI000023		09/24/2015	10/6/2015	Direct Payment	\$ -	\$ 1.09	\$ -	\$ -	\$ -	\$ -
VI000024		10/02/2015	10/6/2015	Direct Payment	\$ -	\$ 1.65	\$ -	\$ -	\$ -	\$ -
VI000025		10/02/2015	10/6/2015	Direct Payment	\$ -	\$ 79.90	\$ -	\$ -	\$ -	\$ -
VI000026		10/02/2015	10/6/2015	Direct Payment	\$ -	\$ 75.50	\$ -	\$ -	\$ -	\$ -
VI000027		08/27/2015	10/5/2015	Agency Payment	\$ 31.20	\$ -	\$ 4.06	\$ -	\$ 27.14	\$ 15.00
VI000028		08/27/2015	10/5/2015	Agency Payment	\$ 61.00	\$ -	\$ 7.93	\$ -	\$ 53.07	\$ 15.00
VI000029		08/27/2015	10/5/2015	Agency Payment	\$ 54.80	\$ -	\$ 7.12	\$ -	\$ 47.68	\$ 15.00
VI000030		09/17/2015	10/5/2015	Agency Payment	\$ 31.20	\$ -	\$ 4.06	\$ -	\$ 27.14	\$ 15.00
VI000031		10/02/2015	10/8/2015	Direct Payment	\$ -	\$ 5.00	\$ -	\$ -	\$ -	\$ -

Appendix G - Sample Current Collection Agency Reporting
Agency 2 - Sample E-ZPass Insufficient (IF) Activity Report

Account #	Customer Name	Amount Paid	Amount Paid	Amount due to Collection Agency	Remaining Balance	Amount Due Customer	Reason
IF000000001		\$80.44	\$0.00	\$0.00	-\$80.44	\$0.00	CANCELLED AEX
IF000000002		\$25.00	\$0.00	\$0.00	\$29.35	\$54.35	BALANCE ADJUSTMENT
IF000000003		\$54.35	\$0.00	\$0.00	-\$54.35	\$0.00	CANCELLED AEX
IF000000004		\$54.17	\$0.00	\$0.00	-\$54.17	\$0.00	CANCELLED AEX
IF000000005		\$57.69	\$0.00	\$0.00	-\$37.69	\$20.00	CLIENT PAYMENT
IF000000006		\$20.00	\$0.00	\$0.00	-\$20.00	\$0.00	CANCELLED CRQ
IF000000007		\$25.00	\$0.00	\$0.00	\$17.35	\$42.35	BALANCE ADJUSTMENT
IF000000008		\$42.35	\$0.00	\$0.00	-\$42.35	\$0.00	CANCELLED AEX
IF000000009		\$40.09	\$0.00	\$0.00	-\$40.09	\$0.00	CANCELLED AEX
IF000000010		\$25.00	\$0.00	\$0.00	\$11.98	\$36.98	BALANCE ADJUSTMENT
IF000000011		\$36.98	\$0.00	\$0.00	-\$36.98	\$0.00	CANCELLED AEX
IF000000012		\$36.53	\$0.00	\$0.00	-\$36.53	\$0.00	CANCELLED AEX
IF000000013		\$52.95	\$0.00	\$0.00	-\$52.95	\$0.00	CANCELLED AEX
IF000000014		\$40.76	\$0.00	\$0.00	-\$40.76	\$0.00	CANCELLED AEX

Appendix G - Sample Current Collection Agency Reporting
Agency 2 Sample E-ZPass Insufficient (IF) Monthly Inventory Report

Account #	Customer Name	Placement Date	Amount to be Collected
IF0000001001		3/9/2015	\$35.52
IF0000001002		6/5/2015	\$62.90
IF0000001003		4/7/2015	\$38.56
IF0000001004		8/6/2014	\$45.27
IF0000001005		8/14/2015	\$41.04
IF0000001006		6/5/2015	\$51.19
IF0000001007		9/2/2014	\$35.61
IF0000001008		1/3/2015	\$62.49
IF0000001009		11/6/2014	\$52.84
IF0000001010		11/6/2014	\$36.76
IF0000001011		1/3/2015	\$53.08
IF0000001012		5/5/2015	\$43.27
IF0000001013		8/14/2015	\$40.94
IF0000001014		7/8/2015	\$149.83
IF0000001015		8/6/2014	\$38.92
IF0000001016		6/5/2015	\$56.27
IF0000001017		12/3/2014	\$38.11
IF0000001018		6/5/2015	\$43.25
IF0000001019		5/5/2015	\$43.42
IF0000001020		1/3/2015	\$35.53
IF0000001021		5/5/2015	\$45.03
IF0000001022		7/8/2015	\$37.70
IF0000001023		12/3/2014	\$53.26
IF0000001024		5/5/2015	\$52.50
IF0000001025		8/6/2014	\$37.29
IF0000001026		2/3/2015	\$63.98
IF0000001027		4/7/2015	\$49.36
IF0000001028		5/5/2015	\$49.77
IF0000001029		10/3/2014	\$69.82
IF0000001030		10/3/2014	\$35.77
IF0000001031		1/3/2015	\$70.01
IF0000001032		3/9/2015	\$47.58
IF0000001033		8/14/2015	\$39.70
IF0000001034		7/8/2015	\$55.60
IF0000001035		5/5/2015	\$63.44
IF0000001036		9/2/2014	\$37.37
IF0000001037		2/3/2015	\$39.39
IF0000001038		7/8/2015	\$46.95
IF0000001039		1/3/2015	\$47.57

Appendix G - Sample Current Collection Agency Reporting
Agency 2 Sample Violation (VI) Activity Report

Account #	Customer Name	Amount Paid	Amount Paid	Amount due to Collection Agency	Remaining Balance	Amount Due Customer	Reason
VI001000001		\$69.65	\$0.00	\$0.00	-\$69.65	\$0.00	CANCELLED AEX
VI001000002		\$44.00	\$0.00	\$0.00	-\$44.00	\$0.00	CANCELLED AEX
VI001000003		\$70.15	\$0.00	\$0.00	-\$30.15	\$40.00	CLIENT PAYMENT
VI001000004		\$40.00	\$0.00	\$0.00	-\$40.00	\$0.00	CANCELLED CRQ
VI001000005		\$72.65	\$0.00	\$0.00	-\$72.65	\$0.00	CANCELLED AEX
VI001000006		\$16.65	\$0.00	\$0.00	-\$16.65	\$0.00	CANCELLED AEX
VI001000007		\$65.15	\$0.00	\$0.00	-\$65.15	\$0.00	CANCELLED CRQ
VI001000008		\$70.15	\$0.00	\$0.00	-\$70.15	\$0.00	CANCELLED AEX
VI001000009		\$134.35	\$0.00	\$0.00	-\$134.35	\$0.00	CANCELLED AEX
VI001000010		\$70.15	\$0.00	\$0.00	-\$70.15	\$0.00	CANCELLED AEX
VI001000011		\$66.30	\$0.00	\$0.00	-\$66.30	\$0.00	CANCELLED AEX
VI001000012		\$70.15	\$0.00	\$0.00	-\$5.00	\$65.15	CLIENT PAYMENT
VI001000013		\$65.15	\$0.00	\$0.00	-\$65.15	\$0.00	CANCELLED CRQ
VI001000014		\$45.25	\$0.00	\$0.00	-\$45.25	\$0.00	CANCELLED AEX
VI001000015		\$45.25	\$0.00	\$0.00	-\$45.25	\$0.00	CANCELLED AEX
VI001000016		\$42.70	\$0.00	\$0.00	-\$42.70	\$0.00	CANCELLED AEX
VI001000017		\$66.30	\$0.00	\$0.00	-\$66.30	\$0.00	CANCELLED AEX
VI001000018		\$70.15	\$0.00	\$0.00	-\$70.15	\$0.00	CANCELLED AEX
VI001000019		\$71.45	\$0.00	\$0.00	-\$71.45	\$0.00	CANCELLED AEX
VI001000020		\$72.65	\$0.00	\$0.00	-\$72.65	\$0.00	CANCELLED AEX
VI001000021		\$46.95	\$0.00	\$0.00	-\$46.95	\$0.00	CANCELLED AEX
VI001000022		\$44.00	\$0.00	\$0.00	-\$44.00	\$0.00	CANCELLED AEX
VI001000023		\$41.80	\$0.00	\$0.00	-\$41.80	\$0.00	CANCELLED AEX
VI001000024		\$45.25	\$0.00	\$0.00	-\$45.25	\$0.00	CANCELLED AEX
VI001000025		\$49.10	\$0.00	\$0.00	-\$49.10	\$0.00	CANCELLED AEX
VI001000026		\$68.50	\$0.00	\$0.00	-\$68.50	\$0.00	CANCELLED AEX
VI001000027		\$73.90	\$0.00	\$0.00	-\$73.90	\$0.00	CANCELLED AEX
VI001000028		\$71.00	\$0.00	\$0.00	-\$71.00	\$0.00	CANCELLED AEX
VI001000029		\$73.55	\$0.00	\$0.00	-\$73.55	\$0.00	CANCELLED AEX

Appendix G - Sample Current Collection Agency Reporting
Agency 2 Sample Violation (VI) Monthly Inventory Report

Account #	Customer Name	Placement Date	Amount to be Collected	Plate-State
VI001001001		9/2/2014	\$41.25	PA-ABC1234
VI001001002		4/7/2015	\$68.15	PA-ABC1235
VI001001003		4/7/2015	\$58.40	PA-ABC1236
VI001001004		4/7/2015	\$63.00	PA-ABC1237
VI001001005		4/7/2015	\$68.15	PA-ABC1238
VI001001006		4/7/2015	\$69.65	PA-ABC1239
VI001001007		4/7/2015	\$63.00	PA-ABC1240
VI001001008		9/2/2014	\$68.90	PA-ABC1241
VI001001009		3/9/2015	\$70.80	PA-ABC1242
VI001001010		4/7/2015	\$67.40	PA-ABC1243
VI001001011		9/2/2014	\$75.50	PA-ABC1244
VI001001012		4/7/2015	\$40.50	PA-ABC1245
VI001001013		4/7/2015	\$69.65	PA-ABC1246
VI001001014		4/7/2015	\$75.50	PA-ABC1247
VI001001015		9/2/2014	\$40.50	PA-ABC1248
VI001001016		9/2/2014	\$40.50	PA-ABC1249
VI001001017		4/7/2015	\$68.90	PA-ABC1250
VI001001018		4/7/2015	\$67.40	PA-ABC1251
VI001001019		4/7/2015	\$67.40	PA-ABC1252
VI001001020		4/7/2015	\$44.00	PA-ABC1253
VI001001021		3/9/2015	\$59.95	PA-ABC1254
VI001001022		4/7/2015	\$67.40	PA-ABC1255
VI001001023		4/7/2015	\$72.40	PA-ABC1256
VI001001024		4/7/2015	\$74.35	PA-ABC1257
VI001001025		9/2/2014	\$41.25	PA-ABC1258
VI001001026		4/7/2015	\$67.75	PA-ABC1259
VI001001027		4/7/2015	\$41.60	PA-ABC1260
VI001001028		4/7/2015	\$66.55	PA-ABC1261
VI001001029		4/7/2015	\$68.90	PA-ABC1262

Addendum No. 1

RFP # 15-10230-7272

Debt Collection Services

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

REVISIONS

1. Table of Contents page has been revised and is attached.
2. Part II-1 Technical Submittal, Item A, Table II-1 has been revised and is attached.
3. Part II-1 Technical Submittal, Item B, Proposal Section 2: Personnel, item #3, the first sentence is revised to read: Proposer must submit a current resume for all proposed staff listing relevant experience and applicable professional affiliations. Resumes should be submitted as Attachment 4, see Revision #2.
4. Part II-1 Technical Submittal, Item B, Proposal Section 4: Approach, item #1, is revised to read: Proposer should provide sample scripts for all planned verbal and written communications with customers. These samples should be submitted as Attachment 5. See Revision #2.
5. Part II-1 Technical Submittal, Item B, Proposal Section 4: Approach, item #2, is revised to include the following sentence: Sample reports should be submitted as Attachment 6. See Revision #2.
6. Part II-1 Technical Submittal, Item B, Proposal Section 4: Approach, Question #1: Collection Process, is revised to read: A detailed description of the approach and collection processes you will follow to collect PTC's debt. Include descriptions of all planned types of outbound customer communication that will be employed (for example, automated phone calls, CSR calls, letters, and postcards) as well as how often follow-up communication will occur.
7. Part II-1 Technical Submittal, Item B, Proposal Section 4: Approach, Attachments, revised to read:
 - Attachment 1: Reporting on Controls at a Service Organization (SOC1) "Type 2"
 - Attachment 2: Payment Industry Card (PCI) Report on Compliance
 - Attachment 3: Vulnerability Scan Report
 - Attachment 4: Resumes
 - Attachment 5: Sample Call Scripts and Written Communications
 - Attachment 6: Sample Reports
8. Appendix E – PTC Historical Collections Placement Data for Violation Notices and Insufficient E-ZPass Accounts FY2014-FY2016 has been revised and is attached.
9. Part II-3 Cost Proposal Section has been revised and is attached.

ADDITIONS

1. Appendix H – Collection Placements and Payments Received by Debt Type FY2014-FY2016.
2. Appendix I – Sample Violation Notices

QUESTIONS AND ANSWERS

Following are the answers to questions submitted in response to the above referenced RFP as of January 5, 2016. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

1. Please confirm the due date for this procurement is **1/21/2016**.

A: See RFP section I-10 Procurement Schedule of Events.

2. What is the date by which you will answer these questions?

A: All questions are answered in this addendum.

3. Why is the contract out to bid at this time?

A: The PTC currently utilizes an agreement with two (2) separate contractors to perform debt collection services through the Commonwealth of Pennsylvania and the Office of the Attorney General (OAG). The PTC intends to enter into its own agreement for debt collection services.

4. Why was the previous procurement RFP 15-10320-5122, due 1/9/15, for the same services cancelled or not awarded?

A: RFP 15-10320-5122 was for different services than the current RFP and is not applicable to this procurement.

5. Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?

A: The proposal evaluation process is described in Part III, Section III-3, and the evaluation criteria are listed in Part III, Section III-4 of the RFP in order of relative importance from the highest to the lowest. Additional details of this process can be found on www.paturndpike.com by clicking on "Doing Business," then clicking on "General Information," and then clicking on "Professional Services Procurement."

6. Please describe your level of satisfaction with your current vendor(s), if applicable.

A: Not applicable to this procurement.

7. To what extent are these accounts owed by private consumers versus commercial businesses?

A: The PTC does not have a breakdown of delinquent accounts receivable owed by private consumers versus commercial businesses.

8. 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?

A: Accounts will be primary placements, only.

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

A: See RFP Part IV Work Statement, 4.2 Types of Debt.

10. Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

A: No. Proposers should review RFP Part IV Work Statement, 4. Placement of Debts and Operational Procedures, 4.1 General; the last sentence of first paragraph addresses this question.

11. What is the total dollar value of accounts available for placement now by category, including any backlog?

A: Not applicable, the PTC plans to continue its current processes until it enters into a new agreement for debt collection services. The current service providers will be allowed to continue to work accounts that have been assigned to them. Also, see Part IV Work Statement, section 3 Debt Volumes and Appendix E – PTC Historical Collections Placement Data for Violation Notices and Insufficient E-ZPass Accounts for FY2014-FY2016 of the RFP for additional information regarding volumes and dollar values.

12. What is the total number of accounts available for placement now by category, including any backlog?

A: See response to question 11.

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

A: See RFP Part IV Work Statement - section 4.2 Types of Debt.

14. 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?

A: See Appendix H. Appendix H provides amounts placed with collection agencies by month by debt type for fiscal years 2014, 2015 and the first five months of fiscal 2016. The Appendix also provides amounts received (collected) by month by debt type for the same periods. Proposers can use this information to perform desired calculations related to historical placements and collections (payments received).

15. 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?

A: No.

16. What are your current fees for primary and secondary collection efforts?

A: The current fees charged by the primary placement agency are 13%; the current fees charged by the secondary placement agency are 21%.

17. What late fees are assessed at 30 and 60 days?

A: See question 18 for a listing of current administrative and collection fees by debt type.

18. In addition to late fees, does PTC assess collection costs when accounts are placed? If so, please provide the method and/or percentage assessed.

Following is a listing of current fees that are added to outstanding debt amounts.

- **E-ZPass prepaid account with insufficient funds – A \$25 collection fee is added when account is sent to collections.**
- **Violation Notices – A \$25 administrative fee is included on the 1st notice and an additional \$15 administrative fee is added to the second notice. No additional fees are added when the account is sent to collections.**
- **Certificates of Passage - A \$25 collection fee is added when account is sent to collections.**
- **Disabled Vehicles - A \$25 collection fee is added when account is sent to collections.**

- **Toll by Plate – Fees will be 20% of the overdue balance or \$25, whichever is greater.**

19. Do the Diverse Business need to be certified by the Commonwealth of Pennsylvania?

A: No. See Diverse Business (DB) Requirements, Appendix D. Item #8 lists the third-party certifying organizations.

20. Are there specific good faith effort document we should use to document DB efforts?

A: No. See Diverse Business (DB) Requirements, Appendix D, Section C, Actions required by proposer during the procurement/selection phase; Item #2 Good Faith Effort Requirements.

21. Is there a specific form to list out which DB firms will be used?

A: No. See RFP Part II, Information Required from Proposers, first paragraph, item #2.

22. Do resumes count toward the 25 page limit, or can they be attached as an exhibit?

A: See Part II Information Required from Proposers, II-1 Technical submittal, Table II-1 Proposal Page Limitations. This table has been updated; proposers should include resumes in Attachment 4.

23. Will bios be acceptable in lieu of resumes?

A: The PTC does require resumes; however, it is not requiring any particular format for the resumes. The resumes should include relevant experience and applicable professional affiliations regardless of format submitted. Also, see response to question 22.

24. Please provide the current collection rate of for your primary and secondary agencies. Can the PTC provide this information at 3, 6, 9, and 12 months from placement?

A: See response to question 14.

25. Can the PTC please provide more direction on II-3 Cost Proposal.

- What is Option 1?
- What is Option 2?
- Can the responding agency provide Option 1 and Option 2 pricing?

A: The PTC is expecting proposers to develop and provide a cost proposal model(s). Proposers have the option of submitting one or two cost proposal models. The cost proposal models submitted should be based on how each proposer desires to invoice the PTC for their collection efforts and/or results. See RFP Part II Information Required from Proposers, Section II-3 Cost Proposal.

26. How long after the two billing cycles end does PTC place accounts with the primary agency?

A: Under current processes, violations, certificates of passage and disabled vehicles debt are normally placed within a week of the end of the last billing cycle. Insufficient E-ZPass accounts are normally placed monthly. Also, as noted in RFP Part IV Work Statement - section 4.3 Debt Placement, the expectation is that placements will be made on a periodic basis up to daily, using an electronic file exchange.

27. How long does the primary agency keep non-paying accounts?

A: See RFP Part IV Work Statement - section 4.3 Debt Placement.

28. After the primary agency returns non-paid accounts, how long before PTC places with the secondary agency?

A: Not applicable. The PTC is seeking a new debt collection services contract with one (1) qualified Contractor as noted in Part 1 General Information from Proposers, Section I-1 Purpose of the RFP. Also, see RFP Part IV Work Statement - section 4.3 Debt Placement.

29. A SOC1 Type 2 report is stated as a requirement. Will the PTA accept a Type 1 report? We currently have this in place with plans to complete a Type 2 during 2016.

A: A Type 2 report is required to have been completed and provided at time of proposal.

30. Will you accept brief summary descriptions of our key staff rather than full resumes?

A: See response to Question 23.

31. What have been the historic liquidation/recovery rates of your portfolio?

A: See response to question 14.

32. Can Proposers include their own Cover/Transmittal Letter in addition to completing the Proposal Cover Sheet? If so, where can/should it be included in the Technical Submittal? Before or after the Proposal Cover Sheet? Somewhere else?

A: See Section I-14, Second Paragraph, and Part III, Section III-1 Mandatory Requirements. You can include a Transmittal Letter after Proposal Cover Sheet.

33. Under *I-6 Contractor Integrity Provisions*, Proposers are advised to disclose potential conflict with the State Adverse Interest of State Advisor or Consultant Statute and state "I have reviewed the State Adverse Interest Statute and determined that there is no adverse interest for anyone on this Agreement team" if they have no adverse interest.
- Where should Proposers state this in their proposal? In the Executive Summary? In their own Cover/Transmittal Letter?
 - OR: Is this a post-award activity that does not need to be addressed in proposals?

A: The Disclosure can be made in either the Executive Summary or in the Proposer's own Transmittal Letter.

34. Are Proposers required to formally acknowledge receipt of any addenda that are issued to this RFP? If so, how and where?

A: No.

35. Under *I-14 Proposals*, Proposers are advised to submit all proposal documents on CD or flash drive in Microsoft Office or Microsoft Office-compatible format. Please confirm that submitting all proposal documents in Adobe PDF file format is acceptable and compliant.

A: Adobe PDF file format is acceptable.

36. Also under *I-14 Proposals*, would PTC be willing to waive the requirement to have Proposers include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted? Our agency always uses brand new drives to submit electronic copies and does not typically perform such a scan.

A: No, the PTC will not waive this requirement.

37. Also under I-14 Proposals, it states that “the proposal must remain valid for at least 180 days.” Do Proposers need to formally declare an acknowledgment of this somewhere within their proposal and, if so, where? OR is a Proposer’s agreement implied and bound by signing and returning the Proposal Cover Sheet?

A: Proposer’s agreement is implied and bound by signing and returning the Proposal Cover Sheet (Appendix B)

38. Under *I-19 Proposal Contents*, Proposers are advised to include a written statement that identifies any specific portion(s) of their proposal that contain trade secret or confidential proprietary information. Where within the proposal structure of the Technical Submittal should this statement be included?

A: Proposers should include a statement in the Executive Summary or Transmittal Letter if their proposal contains trade secrets or confidential information.

39. Under *Part II*, Proposers are advised that they include additional information as an Appendix to the proposal:

- Where should this Appendix be included in the response structure? At the end of the Technical Submittal, following Attachments 1-2-3?

A: Yes, the Appendix of additional information should be included in the response following Attachments 1-6.

- Please confirm that there is no page limit on an Appendix.

A: There is no page limit for the Appendix of additional information. However, proposers should strive to present all information in a straightforward and concise manner.

40. Under *II-1 Technical Submittal*, Proposers are advised of a 25 page limit for each of Proposal Sections 1-4. Please confirm the definition of a 25 page limit. Is this 25 sheets of paper that can be typed on both sides (which would equate to 50 sides of content on 25 sheets of paper)? Or, does PTC mean 25 pages of *content*, on front and back of up to 13 sheets of paper?

A: For this RFP, the PTC considers each side of paper to be a page; therefore, a sheet of paper printed on both sides would be two (2) pages.

41. For *Proposal Section 2: Personnel*, please confirm whether the resumes for proposed staff are counted against the 25-page limit for this section.

A: See response to question 22.

42. For question 1 of *Proposal Section 3: Relevant Experience and Expertise*, please confirm that PTC is seeking a general narrative of expertise and experience relative to the Work Statement (Part IV of the RFP) and is **not** seeking an item-to-item response to the enumerated content within Part IV.

A: Proposers should provide a narrative statement regarding their expertise and experience with debt collection services as it relates to Part IV of this RFP. Proposers should provide enough detail to enable the PTC to make an informed decision regarding the proposer's ability to satisfy the scope of services listed in the RFP.

43. For *II-2 Diverse Business (DB) Requirements (Appendix D)*, please confirm or clarify the following understanding: if a Proposer elects **not** to propose diverse business participation as a part of its proposal (with the separate understanding that there is no minimum participation level for this contract), it is sufficient for this entire section to respond only to items a and b under *1. Submission Requirements – Consultant Responsiveness*, and that doing so will constitute the entire response required for this section.

A: Yes.

44. Also for *II-2 Diverse Business (DB) Requirements (Appendix D)*, should Proposers provide their "statement of intent" about self-performing 100% of the work as a simple narrative response to the requirement, or does the need for "documentation" require a separate free-standing document that contains this declaration?

A: See RFP Part II Information Required from Proposers – Page 1 of 6, first paragraph, item #2.

45. For *II-3 Cost Proposal*, Proposers are advised to place their Cost Proposal "on a CD-ROM or Flash Drive separate from the technical submittal." However, earlier in *I-14 Proposals*, Proposers are advised to provide "two complete and exact copies of the entire proposal (Technical, Cost and DB submittals) on CD-ROM or Flash Drive." Please confirm what Proposers should do regarding the two CDs they are required to submit. Should there actually be four (4) CDs instead, such that two (2) contain the Technical Submittal and the Diverse Business Submittal and the other two (2) contain only the Cost Proposal and are packaged separately with the hard copies of the Cost Proposal?

A: Provide separate CD's/Flash Drives for the 3 submittals. (Technical, Diverse Business, Cost).

46. Also regarding *II-3 Cost Proposal*: under question 4, Proposers are to “provide any assumed processes”:
- Please clarify what information PTC is seeking related to “assumed processes” related to a Cost Proposal.

A: Part II Information Required from Proposers, II-3 Cost Submittal has been revised and original item 4 has been deleted. See Revision #9.

b. In parentheses here, it says to “state any assumptions”.... But then later in this section, it says that “Proposers should **not** include any assumptions in their Cost Proposal submittals” and that if they do, the proposal may be rejected. Please clarify your intent regarding assumptions and how Proposers should respond in these instances.

A: See part a. of this question.

47. Please provide the name of the current agency. What is the current contract rate(s)? What is the annual liquidation for the current contract?

A: The first placement agency is Penn Credit Corporation and the second placement agency is Linebarger Goggan Blair and Sampson, LLP. See response to question 16 for current contract rates and see response to question 14 for information regarding liquidation rates.

48. How many violations are tied to a single plate?

A: There is no limit.

49. Our current check holdover period is 7 days vs. 10 days as outlined in Part Iv, 10.b. Would PTC consider a shorter hold period if the Contractor were responsible for any returned items after the hold date?

A: Yes, but the contractor will have to assume responsibility for any returned items as indicated in the question and will have to ensure this doesn't create any additional work or operational issues for the PTC.

50. Will the Contractor be able to view images remotely when consumers are requesting validation of the debt?

A: No.

51. The ICD doesn't have a license plate number. Is this data included in the file transfer?

A: Yes, license plate numbers are included in the file.

52. Is there a goal associated with the diverse business requirements?

A: See RFP Part II Information Required From Proposers, Section II-2 Diverse Business (DB) Requirements and Appendix D. There is no minimum participation level (MPL) for DBs established for this contract. However, the utilization of DBs are encouraged and will be considered as a criteria in the evaluation of proposals and may be considered as a factor in the PTC's selection of a firm for this contract.

53. What is the current agency liquidation percent is. For example: If you place \$1,000,000 with the agency and they collection \$400,000 out of the batch (the liquidation % =40%).

A: See response to question 14.

54. Are Consumer Phone Number Provided (in the placement file) by PTC in most cases? We understand Skip-tracing may be required, but having a phone number to start with is important.

A: The PTC does not have phone numbers for the delinquent accounts receivable.

55. Please provide the process to hold vehicle plate renewals.

A: There is no enforcement legislation or authority to hold vehicle plate renewals because of unpaid debts to the PTC.

56. Please clarify how much weight will be given to the following categories:

The order of importance of Evaluation Criteria is:

- Approach
- Proposer and Personnel Qualifications and Experience
- Cost (but it is also mentioned that this section is weighted heavily)
- Diversity Commitment

A: See response to question 5.

57. Regarding Part II-1, under Proposal Section 4: Approach, Question 9: Debtor Check Payments, can the PTC elaborate on the desired process? Is the desire to track only payments made by check or all payments broken down by type of payment within type of debt?

A: The PTC's desire is to track all payments broken down by type of payment within type of debt.

58. Are you able to disclose the current contingency fees in place for both Primary and Secondary Collections? I see there is a 7-day grace period on Direct Pays, and it looks like a 13% fee (if my calculations are correct) for the Primary business. Can you confirm, or is this some sort of a sliding scale? The proposed fee will play a crucial role in the success of this program for PTC, and I do not want to underbid based on an incorrect analysis.

A: See response to question 16.

59. **RFP Ref. II-1-B Question 4.e (Part II pg. 4 of 6):** The RFP asks for proposers to submit their latest PCI ROC. This document contains sensitive information that could impact system security. Would a certificate demonstrating PCI compliance be accepted in lieu of the ROC?

A: Proposers may submit an Attestation of Compliance (AOC) prepared by a Qualified Security Assessor rather than their ROC. However, the PTC reserves the right to request the ROC from the successful proposer prior to entering into a contract.

60. **RFP Ref. II-1-B Question 4.d (Part II pg. 4 of 6):** The RFP asks for proposers to submit their latest SSAE 16 report. This document contains confidential information. Would it be acceptable for proposers to redact this report?

A: A redacted report is acceptable; however, the PTC needs to know the nature of the information that has been redacted (included as part of proposal submittal for Attachment 1) and the PTC reserves the right to request the full SSAE 16 report from the successful proposer prior to entering into a contract.

61. **RFP Ref. III-3 (Part III):** Would the Commission provide more information on the evaluation criteria, for example, weights/points assigned to each category?

A: The PTC performs a qualitative evaluation of proposals as opposed to a quantitative evaluation. Therefore, weights/points are not assigned. See response to question 5.

62. **RFP Ref. II-3 (Part II pg. 6 of 6):** Number 4 of the instructions for the cost proposal indicate that proposers should "Provide any assumed processes (state any assumption)". Below this the RFP states "Proposers should **not** include any assumptions in their Cost Proposal submittals." These instructions appear to contradict each other. Please clarify how the Cost Proposal should be prepared.

A: See response to question 46.

63. **RFP Ref. II-1-B Question 3.a and 3.b (Part II pg. 4 of 6):** The referenced section asks proposers to identify and provide qualifications for subcontractors that they are proposing. However, some of these subcontractors may be included in proposers' DB plans, which must be submitted separate from technical proposals. Should DB subcontractors be named in this section? If so, is it permissible to name DB certification as part of their qualifications?

A: Yes, DB subcontractors should be named in this section in addition to the DB submittal.

64. **RFP Ref. General:** Where possible, please provide the following information:

- What are the current fees paid to the incumbent vendors?
- What is the current liquidation rate, by debt type?

A: See responses to questions 14 and 16.

65. **RFP Ref. Appendix G:** This appendix contains the Sample E-ZPass Insufficient (IF) Activity Report and the Sample Violation (VI) Activity Report. Please describe the business purpose and/or calculations for each column in the report

A: The business purpose of the reports is to provide information to the PTC about the activity that occurred on the accounts for the time period provided. The Activity Reports accompany the payment made to the PTC for monies paid to the Collection Agency for accounts placed by the PTC. It includes the fees earned by the Collection Agency and the net remittance (Amount Collected less Collection Agency Fee). Negative amounts indicate payments that were sent directly to the PTC for which the Collection Agency will invoice the PTC.

66. **RFP Ref. Appendix F:** The ICD only contains information pertaining to new debt placements. Please supply formats for the following:

- Payments paid directly to the PTC
- Recalls by the PTC
- Adjustments made by the PTS
- For the contractor to send payment, bankruptcy, disputes, and death notification information

A: Following are additional file formats used to send information to / from the first and second placement agencies.

- Violation and Insufficient fund collection files are sent to both collection agencies in a .txt format. Note, the first placement agency also uses a .txt file format when accounts are turned back to the PTC and the second placement agency uses a .txt format when "close" files are sent to PTC.

- Weekly and monthly activities and inventories reports are sent to / from the agencies in Excel spreadsheets via email.
- First placement agency use Excel spreadsheets for weekly payments. This spreadsheet along with a .pdf copy of the check is emailed to the PTC. Hard copies are then sent through the mail along with the actual check. The second placement agency also uses Excel spreadsheets to report monthly activity. These spreadsheets are distributed electronically and some hard copies are also provided via the mail.

67. **RFP Ref. IV.4.3 (pg. 5):** The RFP indicates that “placements are made on a periodic basis, using an electronic file exchange”. Does the Commission envision this being sent via SFTP? If so, would SFTP be used for all file exchanges?

A: The placements made for Violations (VI), TOLL BY PLATE (TBP) and Insufficient E-ZPass Accounts (IF) use a secure ftp site for the exchange of files. Certificate of Passage and Disabled Vehicle placements are sent to the agencies in Excel files via email.

68. **RFP Ref. IV (General):** The scope of work references the delivery of several reports to the Commission. How will be the required reports be sent? Will the reports be delivered in .pdf format?

A: See response to question 66. File formats for all reports will be finalized as part of implementation with the successful proposer.

69. **RFP Ref. II-1 (Part II pg. 1 of 6):** The proposal requests samples of reports and call scripts in a page-limited section. Would it be acceptable to provide these as an appendix that is not subject to page limits?

A: See Part II Information Required from Proposers, II-1 Technical submittal, Table II-1 Proposal Page Limitations. This table has been updated; proposers should include sample call scripts and sample written communications in Attachments 5 and sample reports in Attachment 6 as indicated in revised Table II-1.

70. **RFP Ref. General:** Please provide the collection rate achieved by the PTC’s current collection agency, as well as the time frame for achieving that rate (e.g. 6 months, 12 months, etc.)

A: See response to question 14.

71. **RFP Ref. General:** Please provide copies of the current invoices mailed to violators prior to collection agency assignment.

A: See Appendix I for sample violation notices.

72. **RFP Ref. Part II-1, A, page 1 of 6** – For the Technical Proposal sections, is each section 1 through 4 limited to 25 pages, for a total of 100 pages?

A: Technical Proposal Sections 1-4 are limited to a total of 25 pages for all 4 sections.

73. **RFP Ref. Part IV, Section 8, page 9 of 12:** Will the PTC consider allowing the collection agency to remit all checks upon receipt, then reverse out any insufficient funds checks when they are received? Due to the high volume nature of toll collections, this is the most efficient way to handle insufficient check processing, and is a common practice of many toll agencies who utilize third party collection agency services.

A: See response to question 49.

74. **RFP Ref. Appendix E:** In addition to the Amounts of Placements data provided, could PTC provide actual revenue collected for each account type for the same time periods?

A: See response to question 14.

75. Regarding RFP Part II, section 3: Language states that the cost proposal should include any assumptions, however in the following paragraphs proposers are told NOT to include assumptions. Please clarify.

A: See response to question 46.

76. Regarding RFP Part IV, section 4.3: What does the PTC intend to do with accounts remaining uncollected after the 1-year referral period? (Debt sale, secondary referral?)

A: The PTC has made no decisions regarding amounts that remain uncollected after the 1-year referral period.

77. Regarding RFP Part IV, section 4.3: What is the amount of the collection fee added by PTC for each debt type?

A: See response to question 18.

78. Is PDF an acceptable electronic format to the PTC.

A: See response to question 35 for proposal submittals and questions 66 and 68 for reports.

79. Please confirm that the correct address for FedEx is the Overnight Delivery Address.

A: The Overnight Delivery Address listed in section I-13 Response is the PTC's physical location / street address and is the correct address for FedEx deliveries.

80. For the Cost Proposal (Part II – 3), can you please clarify what you mean by Option 1 and Option 2. For instance, would the expectation for Option 1 be percentage based fee and Option 2, a fixed fee plus percentage per Account?

- Please clarify what you mean by “assumed processes” in Item 4.
- If assumptions are not to be included in the Cost Proposal, where would PTC like the assumptions to be included?

A: See responses to questions 25 and 46.

81. Part II page 4 of 6, Question 3: Subcontractors; how does PTC define “subcontractor”?

A: Subcontractor / Subconsultant - Any individual, partnership, firm, or corporation entering into a contract with the prime contractor / consultant for work under the contract, including those providing professional and other services.

82. Part II page 4 of 6, Question 3: Subcontractors; would letter vendors be considered a “subcontractor”?

A: Yes.

83. Part II page 4 of 6, Question 3: Subcontractors; would skip-tracing vendors be considered a “subcontractor”?

A: Yes.

84. Part II page 4 of 6, Question 3: Subcontractors; would shredding vendors be considered a “subcontractor”?

A: Yes.

85. Part II page 1 of 6 II-1 Technical Submittal; this section states that the Technical Proposal Sections 1-4 are limited to 25 pages. Does this 25 page limit include the requested resumes in Section 2?

A: See response to question 22.

86. Does this 25 page limit include the requested Organizational chart in Section 2?

A: Yes.

87. Does this 25 page limit include the requested samples of call scripts in Section 4?

A: See response to question 69.

88. Does this 25 page limit include the requested samples of reports/deliverables in Section 4?

A: See response to question 69.

89. Can the Organizational Chart, resumes, requested sample scripts, and requested sample reports be attached as Appendices and not count towards the 25 page limit?

A: See responses to questions 69 and 86.

90. Part II page 5 of 6 II-3 Cost Proposal; states that "The Proposer has the option of providing either one or two pricing approaches". Please clarify.

A: See response to question 25.

91. Part II page 5 of 6 II-3 Cost Proposal; how does PTC define "option 1" and "option 2"?

A: See response to question 25.

92. Will PTC be placing first placement accounts?

A: See responses to questions 8, 11 and 15.

93. Will PTC be placing second placement accounts?

A: See responses to questions 11, 15 and 76.

94. Will PTC be placing third placement accounts?

A: See responses to questions 11, 15 and 76.

95. Page 5, I-6, Contractor Integrity Provisions: If we have reviewed the State Adverse Interest Statue and determined that there is no adverse interest, do we need to include the required statement within the proposal submission or only if we are awarded the contract? If we are to include in the proposal submission, where do you want the information included within the required format?

A: See Response to Question #33.

96. Page 6, I-14, Proposals:

· Is it acceptable for some files on the CD to be in Adobe PDF format, especially exhibits and attachments?

A: See response to question 35.

· Please confirm that the Proposal Cover Sheet (Appendix B) should be affixed to the beginning of the Technical Proposal?

A: Yes, it should be at the beginning of the Technical Proposal.

97. Page 14, Proposal Section 4: Approach: Can you clarify the type of information you are requesting for Item #1 compared to Item #3.a. They appear to be asking for the same type of information. Or are Items 1

A: Part II Information from Proposers, II-1 Technical Submittal, B. Technical Proposal Format and Contents, Proposal Section 4: Approach has been revised. See Revision #4 and revision #6.

98. Section 4.4 Skiptracing – Are all skiptracing services offered to PTC only on accounts placed with the selected agency?

A: Skip-tracing services are required as part of this RFP and will only be required for accounts that are place with the successful proposer.

99. What the historical 3 month, 6 month liquidation and 1 yr liquidation rates for the 2014 and 2015 agency placements broken down by category?

A: See response to question 14.

100. What % of the portfolio is commercial for each category?

A: See response to question 7.

101. What is a avg toll amount and avg fee amt for each category at placement with selected agency?

A: See Appendix E for average toll and average fee amounts for Violation Notices.

102. Are fees allowed to be waived?

A: See RFP Part IV Work Statement - section 5.2 Partial Payments and Payment Plans and section 5.3 Offer-in-Compromise Process.

103. Does the commission use registration blocks to assist in the collection of receivables?

A: There is no enforcement legislation or authority to use registration blocks to assist in the collection of unpaid debt to the PTC.

104. What does the turnpike consider to be the minimum collection rate? What was the previous contract's minimum collection rate? What is the expected minimum collection rate?

A: The PTC has no specific expectation regarding the minimum collection rate and would like to obtain proposals that reflect Proposers' reasonable and achievable collection rates.

105. If there is an opportunity for increased cost savings and increased collection revenue, would PTC consider allowing the Winning Agency to use offshore (specifically Mumbia, India) to handle inbound and/or outbound calling efforts. It is important to know that our agency does not outsource any portion of the collection process as we own our own offshore facility... We plan to bid on your work domestically, but just wondering if you would consider this option as I will be able to offer a lower bid.

A: PTC would prefer the majority of work be done within the United States.

All other terms, conditions and requirements of the original RFP dated December 16, 2015 remain unchanged unless modified by this Addendum.

REQUEST FOR PROPOSALS FOR

**Debt Collection Services
RFP#15-10230-7272**

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Part II-1 Technical Submittal, Item A, Update to Table II-1 Proposal Page Limitations

Table II-1 Proposal Page Limitations

Proposal Sections to be Completed by a Proposer	Excluded from Page Count Limitations
Proposal Cover Sheet	<ul style="list-style-type: none"> • All
Executive Summary	<ul style="list-style-type: none"> • All
Table of Contents	<ul style="list-style-type: none"> • All
Proposal Section 1: Firm Overview	<ul style="list-style-type: none"> • No Exclusions
Proposal Section 2: Personnel	
Proposal Section 3: Relevant Experience and Expertise	
Proposal Section 4: Approach	
Attachment 1: Reporting on Controls at a Service Organization (SOC1) "Type 2"	<ul style="list-style-type: none"> • All
Attachment 2: Payment Card Industry (PCI) Report on Compliance	<ul style="list-style-type: none"> • All
Attachment 3: Vulnerability Scan Report	<ul style="list-style-type: none"> • All
Attachment 4: Resumes	<ul style="list-style-type: none"> • All
Attachment 5: Sample Call Scripts and Written Communications	<ul style="list-style-type: none"> • All
Attachment 6: Sample Reports	<ul style="list-style-type: none"> • All
Cost Proposal	<ul style="list-style-type: none"> • All

Collections Activity - Total Number and Dollar Amounts of Placements for Violation Notices

	First Placement					Second Placement					Totals			
	#	Tolls	Fees	Total		#	Tolls	Fees	Total		#	Tolls	Fees	Total
Fiscal Year 2014														
June	14,879	350,298.64	594,604.97	944,903.61		14,796	339,152.26	591,555.75	930,708.01		29,675	689,450.90	1,186,160.72	1,875,611.62
July	21,568	524,253.56	862,226.17	1,386,479.73		16,761	375,573.77	670,755.35	1,046,329.12		38,329	899,827.33	1,532,981.52	2,432,808.85
Aug	18,554	452,541.73	741,369.85	1,193,911.58		14,670	338,006.77	586,608.48	924,615.25		33,224	790,548.50	1,327,978.33	2,118,526.83
Sept	17,843	421,577.46	712,250.90	1,133,828.36		15,167	350,539.83	606,585.75	957,125.58		33,010	772,117.29	1,318,836.65	2,090,953.94
Oct	26,828	647,666.01	1,072,711.07	1,720,377.08		12,779	295,164.00	510,739.04	805,903.04		39,607	942,830.01	1,583,450.11	2,526,280.12
Nov	20,265	482,648.87	810,703.35	1,293,352.22		10,874	267,920.10	434,884.44	702,804.54		31,139	750,568.97	1,245,587.79	1,996,156.76
Dec	19,428	471,945.77	777,173.93	1,249,119.70		12,803	295,937.35	512,532.42	808,469.77		32,231	767,883.12	1,289,706.35	2,057,589.47
Jan	24,912	580,002.64	996,255.68	1,576,258.32		13,569	320,721.00	542,495.69	863,216.69		38,481	900,723.64	1,538,751.37	2,439,475.01
Feb	18,781	441,318.58	751,537.52	1,192,856.10		12,863	317,128.63	514,451.95	831,580.58		31,644	758,447.21	1,265,989.47	2,024,436.68
Mar	16,895	405,360.87	675,892.45	1,081,253.32		15,942	394,608.25	637,282.70	1,031,890.95		32,837	799,969.12	1,313,175.15	2,113,144.27
Apr	20,318	534,401.21	811,535.57	1,345,936.78		15,226	363,825.31	608,064.56	971,889.87		35,544	898,226.52	1,419,600.13	2,317,826.65
May	15,891	440,181.65	635,586.57	1,075,768.22		18,385	447,825.58	735,087.61	1,182,913.19		34,276	888,007.23	1,370,674.18	2,258,681.41
	236,162	5,752,196.99	9,441,848.03	15,194,045.02		173,835	4,106,402.85	6,951,043.74	11,057,446.59		409,997	9,858,599.84	16,392,891.77	26,251,491.61
Average FY2014		24.36	39.98	64.34			23.62	39.99	63.61			24.05	39.98	64.03
Fiscal Year 2015														
June	20,772	571,181.51	830,784.10	1,401,965.61		16,272	391,482.50	651,000.68	1,042,483.18		37,044	962,664.01	1,481,784.78	2,444,448.79
July	27,962	756,317.25	1,118,865.29	1,875,182.54		16,678	403,886.65	667,109.74	1,070,996.39		44,640	1,160,203.90	1,785,975.03	2,946,178.93
Aug	22,899	616,832.14	915,855.30	1,532,687.44		17,053	243,621.62	681,933.95	925,555.57		39,952	860,453.76	1,597,789.25	2,458,243.01
Sept	24,485	657,883.63	979,306.31	1,637,189.94		14,821	348,440.28	592,914.79	941,355.07		39,306	1,006,323.91	1,572,221.10	2,578,545.01
Oct	32,483	877,439.29	1,299,009.39	2,176,448.68		13,297	329,676.34	532,146.85	861,823.19		45,780	1,207,115.63	1,831,156.24	3,038,271.87
Nov	25,479	677,777.69	1,018,914.86	1,696,692.55		11,336	311,959.49	452,831.47	764,790.96		36,815	989,737.18	1,471,746.33	2,461,483.51
Dec	31,843	830,843.41	1,272,790.25	2,103,633.66		12,596	345,489.45	503,736.29	849,225.74		44,439	1,176,332.86	1,776,526.54	2,952,859.40
Jan	25,142	633,373.90	1,006,199.17	1,639,573.07		13,854	399,010.70	554,052.80	953,063.50		38,996	1,032,384.60	1,560,251.97	2,592,636.57
Feb	25,304	640,625.62	1,012,362.54	1,652,988.16		18,245	519,469.79	729,910.80	1,249,380.59		43,549	1,160,095.41	1,742,273.34	2,902,368.75
Mar	24,129	608,703.86	964,356.39	1,573,060.25		15,079	440,386.38	603,283.43	1,043,669.81		39,208	1,049,090.24	1,567,639.82	2,616,730.06
Apr	26,032	674,050.13	1,041,758.05	1,715,808.18		35,256	877,984.31	1,410,430.46	2,288,414.77		61,288	1,552,034.44	2,452,188.51	4,004,222.95
May	18,865	503,320.20	754,752.95	1,258,073.15		26,725	739,504.19	1,068,932.01	1,808,436.20		45,590	1,242,824.39	1,823,684.96	3,066,509.35
	305,395	8,048,348.63	12,214,954.60	20,263,303.23		211,212	5,350,911.70	8,448,283.27	13,799,194.97		516,607	13,399,260.33	20,663,237.87	34,062,498.20
Average FY2015		26.35	40.00	66.35			25.33	40.00	65.33			25.94	40.00	65.94
Fiscal Year 2016 Y-T-D as of October 31, 2015														
June	26,985	765,941.35	1,079,731.72	1,845,673.07		19,909	543,683.83	739,081.16	1,282,764.99		46,894	1,309,625.18	1,818,812.88	3,128,438.06
July	34,735	999,169.91	1,388,789.92	2,387,959.83		25,029	665,914.14	931,011.38	1,596,925.52		59,764	1,665,084.05	2,319,801.30	3,984,885.35
Aug	29,178	849,100.24	1,167,753.41	2,016,853.65		19,617	502,927.19	718,164.55	1,221,091.74		48,795	1,352,027.43	1,885,917.96	3,237,945.39
Sept	37,400	1,109,641.04	1,496,551.19	2,606,192.23		24,253	615,229.25	900,051.71	1,515,280.96		61,653	1,724,870.29	2,396,602.90	4,121,473.19
Oct	29,336	854,182.48	1,173,190.96	2,027,373.44		14,531	369,599.66	546,681.80	916,281.46		43,867	1,223,782.14	1,719,872.76	2,943,654.90
Nov				0.00					0.00		0	0.00	0.00	0.00
Dec				0.00					0.00		0	0.00	0.00	0.00
Jan				0.00					0.00		0	0.00	0.00	0.00
Feb				0.00					0.00		0	0.00	0.00	0.00
Mar				0.00					0.00		0	0.00	0.00	0.00
Apr				0.00					0.00		0	0.00	0.00	0.00
May				0.00					0.00		0	0.00	0.00	0.00
	157,634	4,578,035.02	6,306,017.20	10,884,052.22		103,339	2,697,354.07	3,834,990.60	6,532,344.67		260,973	7,275,389.09	10,141,007.80	17,416,396.89
Average FY2016		29.04	40.00	69.05			26.10	37.11	63.21			27.88	38.86	66.74

Collections Activity - Total Number and Dollar Amounts of Placements for Insufficient E-ZPass Accounts

	First Placement				Second Placement				Totals		
	#		Total - Tolls & Fees	#		Total - Tolls & Fees	#		Total - Tolls & Fees		
Fiscal Year 2014											
June	536		24,656.93	1,024		56,521.35	1,560		81,178.28		
July	567		26,428.03	1,033		21,349.51	1,600		47,777.54		
Aug	690		32,214.81	463		18,601.79	1,153		50,816.60		
Sept	803		36,322.66	405		15,003.58	1,208		51,326.24		
Oct	907		42,244.88	324		17,027.97	1,231		59,272.85		
Nov	991		46,290.48	371		14,240.10	1,362		60,530.58		
Dec	841		39,856.64	300		14,099.62	1,141		53,956.26		
Jan	786		37,313.12	301		13,946.61	1,087		51,259.73		
Feb	795		38,956.03	302		20,654.23	1,097		59,610.26		
Mar	729		40,022.88	441		21,218.98	1,170		61,241.86		
Apr	704		33,680.87	447		23,339.75	1,151		57,020.62		
May	580		27,220.95	514		26,552.43	1,094		53,773.38		
	8,929		425,208.28	5,925		262,555.92	14,854		687,764.20		
Average FY2014			47.62				44.31	46.30			
Fiscal Year 2015											
June	740		38,420.55	584		27,908.08	1,324		66,328.63		
July	743		34,479.87	483		23,977.70	1,226		58,457.57		
Aug	908		44,269.72	435		20,992.94	1,343		65,262.66		
Sept	972		45,838.83	397		20,467.88	1,369		66,306.71		
Oct	1,147		53,897.52	445		27,452.45	1,592		81,349.97		
Nov	1,394		68,874.77	401		19,653.23	1,795		88,528.00		
Dec	1,090		51,501.82	324		15,034.78	1,414		66,536.60		
Jan	1,313		61,472.30	437		24,442.86	1,750		85,915.16		
Feb	978		46,081.28	422		19,831.73	1,400		65,913.01		
Mar	1,198		57,391.72	588		29,588.94	1,786		86,980.66		
Apr	777		36,217.69	637		30,586.17	1,414		66,803.86		
May	682		32,759.44	695		33,376.71	1,377		66,136.15		
	11,942		571,205.51	5,848		293,313.47	17,790		864,518.98		
Average FY2015			47.83				50.16	48.60			
Fiscal Year 2016 Y-T-D as of October 31, 2015											
June	868		41,554.56	766		39,418.37	1,634		80,972.93		
July	990		47,950.77	647		31,581.12	1,637		79,531.89		
Aug	1,206		57,887.32	616		28,986.99	1,822		86,874.31		
Sept	1,256		61,217.88	580		27,657.68	1,836		88,875.56		
Oct	1,455		71,395.34	713		35,317.80	2,168		106,713.14		
Nov											
Dec											
Jan											
Feb											
Mar											
Apr											
May											
	5,775		280,005.87	3,322		162,961.96	9,097		442,967.83		
Average FY2016			48.49				49.06	48.69			

II-3 Cost Proposal. The PTC is seeking input from the Proposer regarding the pricing structure of their cost proposal, such as percentage based or fixed fee plus percentage per Account. Appendix E contains PTC Historical Collections Placement Data for Violation Notices and Insufficient E-ZPass Accounts for FY2014 - FY2016. Appendix H contains data regarding collection placements and payments received by debt type for FY2014 – FY 2-16. Anticipated changes that could affect debt volumes are also discussed in Section IV Work Statement. PTC will evaluate the Proposer’s cost proposal based on PTC sample debt volumes shown below in order to compare proposals; however, PTC does not guarantee or represent that these volumes will actually occur. The Proposer has the option of providing either one or two pricing approaches. The information requested in this section shall constitute your Cost Submittal.

The Proposer shall clearly identify in its Cost Proposal the following items in the order identified below:

1. The proposed pricing terms for:
 - a. Option 1
 - b. Option 2 (if not applicable, stated “N/A”).

A detailed description of each option and any factors (such as minimum volumes) that could affect the pricing should be included.

2. Cost Proposals should be for all services requested. All fixed and variable components of the cost proposal should be fully explained/described for both option 1 and option 2 (if applicable).
3. An example of how each option would work both mathematically and in practice, using the following sample volumes for evaluation purposes only.

<u>Annual Debt Volume</u>	<u>Annual Debt Dollars</u>
676,000 placed debts	\$41.6 million

4. Identify where this pricing structure has been used elsewhere by your firm.

The Cost Proposal shall be placed in a separate sealed envelope within the sealed proposal, and on a CD-ROM or Flash Drive, separate from the technical submittal.

Proposers should **not** include any assumptions in their Cost Proposal submittals. If the Proposer includes assumptions in its Cost Proposal submittal, the Issuing Office may reject the proposal. Proposers should direct in writing to the Issuing Office pursuant to Part I-11, Questions and Answers of this RFP any questions about whether a cost or other component is included or applies. All Proposers will then have the benefit of the Issuing Office’s written answer so that all proposals are submitted on the same basis.

The selected Proposer shall only perform work on this contract after the Effective Date is affixed and the fully-executed Contract sent to the selected Proposer. The PTC shall issue a written Notice to Proceed to the selected Proposer authorizing the work to begin on a date which is on or after the Effective Date. The selected Proposer shall not start the performance of any work prior to the date set forth in the Notice to Proceed and the PTC shall not be liable to pay the selected Proposer for any service or work performed or expenses incurred before the date set forth in the Notice to Proceed. No PTC employee has the authority to verbally direct the commencement of any work under this Contract.

Appendix H - Collection Placements and Payments Received by Debt Type: FY2014 - FY2016

Violations FY2014

First Placement - Violations	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Totals
<u>Sent to collections - Tolls</u>													
Tolls	\$ 350,298.64	\$ 524,253.56	\$ 452,541.73	\$ 421,577.46	\$ 647,666.01	\$ 482,648.87	\$ 471,945.77	\$ 580,002.64	\$ 441,318.58	\$ 405,360.87	\$ 534,401.21	\$ 440,181.65	\$ 5,752,196.99
Fees	\$ 594,604.97	\$ 862,226.17	\$ 741,369.85	\$ 712,250.90	\$ 1,072,711.07	\$ 810,703.35	\$ 777,173.93	\$ 996,255.68	\$ 751,537.52	\$ 675,892.45	\$ 811,535.57	\$ 635,586.57	\$ 9,441,848.03
Total Sent to collections	\$ 944,903.61	\$ 1,386,479.73	\$ 1,193,911.58	\$ 1,133,828.36	\$ 1,720,377.08	\$ 1,293,352.22	\$ 1,249,119.70	\$ 1,576,258.32	\$ 1,192,856.10	\$ 1,081,253.32	\$ 1,345,936.78	\$ 1,075,768.22	\$ 15,194,045.02
<u>Payments for accounts in collection</u>													
Tolls	\$ 49,118.08	\$ 58,098.91	\$ 62,797.33	\$ 68,673.46	\$ 79,301.16	\$ 70,191.59	\$ 70,475.45	\$ 92,669.74	\$ 92,760.67	\$ 83,332.21	\$ 89,413.28	\$ 60,517.25	\$ 877,349.13
Fees	\$ 50,676.59	\$ 63,517.38	\$ 67,726.22	\$ 74,104.39	\$ 86,723.46	\$ 74,691.50	\$ 75,368.84	\$ 95,053.84	\$ 88,501.66	\$ 87,720.71	\$ 86,892.65	\$ 66,570.07	\$ 917,547.31
Total Payments	\$ 99,794.67	\$ 121,616.29	\$ 130,523.55	\$ 142,777.85	\$ 166,024.62	\$ 144,883.09	\$ 145,844.29	\$ 187,723.58	\$ 181,262.33	\$ 171,052.92	\$ 176,305.93	\$ 127,087.32	\$ 1,794,896.44
<u>Adjustments/Write offs</u>													
Tolls	\$ 22,975.93	\$ 27,492.98	\$ 32,437.47	\$ 33,312.90	\$ 33,471.17	\$ 36,228.91	\$ 30,720.48	\$ 40,469.78	\$ 32,182.86	\$ 35,554.14	\$ 39,993.43	\$ 25,009.30	\$ 389,849.35
Fees	\$ 78,748.38	\$ 86,256.78	\$ 98,052.31	\$ 83,755.27	\$ 91,683.49	\$ 101,963.31	\$ 105,444.78	\$ 113,400.46	\$ 98,365.00	\$ 108,387.12	\$ 110,134.54	\$ 79,354.58	\$ 1,155,546.02
Total Adjustments/Write offs	\$ 101,724.31	\$ 113,749.76	\$ 130,489.78	\$ 117,068.17	\$ 125,154.66	\$ 138,192.22	\$ 136,165.26	\$ 153,870.24	\$ 130,547.86	\$ 143,941.26	\$ 150,127.97	\$ 104,363.88	\$ 1,545,395.37

Second Placement - Violations

<u>Sent to collections - Tolls</u>													
Tolls	\$ 339,152.26	\$ 375,573.77	\$ 338,006.77	\$ 350,539.83	\$ 295,164.00	\$ 267,920.10	\$ 295,937.35	\$ 320,721.00	\$ 317,128.63	\$ 394,608.25	\$ 363,825.31	\$ 447,825.58	\$ 4,106,402.85
Fees	\$ 591,555.75	\$ 670,755.35	\$ 586,608.48	\$ 606,585.75	\$ 510,739.04	\$ 434,884.44	\$ 512,532.42	\$ 542,495.69	\$ 514,451.95	\$ 637,282.70	\$ 608,064.56	\$ 735,087.61	\$ 6,951,043.74
Total Sent to collections	\$ 930,708.01	\$ 1,046,329.12	\$ 924,615.25	\$ 957,125.58	\$ 805,903.04	\$ 702,804.54	\$ 808,469.77	\$ 863,216.69	\$ 831,580.58	\$ 1,031,890.95	\$ 971,889.87	\$ 1,182,913.19	\$ 11,057,446.59
<u>Payments for accounts in collection</u>													
Tolls	\$ 7,182.91	\$ 11,715.97	\$ 9,118.14	\$ 9,563.60	\$ 8,647.89	\$ 8,876.70	\$ 11,074.05	\$ 7,594.93	\$ 8,639.48	\$ 10,080.27	\$ 12,796.56	\$ 35,982.91	\$ 141,273.41
Fees	\$ 9,255.88	\$ 12,845.66	\$ 12,127.22	\$ 10,402.19	\$ 10,653.09	\$ 9,045.95	\$ 10,165.07	\$ 7,889.13	\$ 8,575.17	\$ 8,284.86	\$ 15,074.88	\$ 16,046.72	\$ 130,365.82
Total Payments	\$ 16,438.79	\$ 24,561.63	\$ 21,245.36	\$ 19,965.79	\$ 19,300.98	\$ 17,922.65	\$ 21,239.12	\$ 15,484.06	\$ 17,214.65	\$ 18,365.13	\$ 27,871.44	\$ 52,029.63	\$ 271,639.23
<u>Adjustments/Write offs</u>													
Tolls	\$ 4,130.87	\$ 7,519.58	\$ 25,629.08	\$ 1,616.25	\$ 8,762.14	\$ 6,411.67	\$ 5,362.83	\$ 12,225.30	\$ 231,721.51	\$ 349,572.56	\$ 234,994.00	\$ 564,916.30	\$ 1,452,862.09
Fees	\$ 16,155.75	\$ 22,809.90	\$ 59,196.55	\$ 15,943.05	\$ 26,733.95	\$ 22,309.00	\$ 14,178.06	\$ 27,848.16	\$ 427,891.75	\$ 641,405.95	\$ 418,466.44	\$ 983,336.20	\$ 2,676,274.76
Total Adjustments/Write offs	\$ 20,286.62	\$ 30,329.48	\$ 84,825.63	\$ 17,559.30	\$ 35,496.09	\$ 28,720.67	\$ 19,540.89	\$ 40,073.46	\$ 659,613.26	\$ 990,978.51	\$ 653,460.44	\$ 1,548,252.50	\$ 4,129,136.85

Appendix H - Collection Placements and Payments Received by Debt Type: FY2014 - FY2016

Violations FY2015

First Placement - Violations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Totals
<u>Sent to collections - Tolls</u>													
Tolls	\$ 571,181.51	\$ 756,317.25	\$ 616,832.14	\$ 657,883.63	\$ 877,439.29	\$ 677,777.69	\$ 830,843.41	\$ 633,373.90	\$ 640,625.62	\$ 608,703.86	\$ 674,050.13	\$ 503,320.20	\$ 8,048,348.63
Fees	\$ 830,784.10	\$ 1,118,865.29	\$ 915,855.30	\$ 979,306.31	\$ 1,299,009.39	\$ 1,018,914.86	\$ 1,272,790.25	\$ 1,006,199.17	\$ 1,012,362.54	\$ 964,356.39	\$ 1,041,758.05	\$ 754,752.95	\$ 12,214,954.60
Total Sent to collections	\$ 1,401,965.61	\$ 1,875,182.54	\$ 1,532,687.44	\$ 1,637,189.94	\$ 2,176,448.68	\$ 1,696,692.55	\$ 2,103,633.66	\$ 1,639,573.07	\$ 1,652,988.16	\$ 1,573,060.25	\$ 1,715,808.18	\$ 1,258,073.15	\$ 20,263,303.23
<u>Payments for accounts in collection</u>													
Tolls	\$ 84,887.89	\$ 88,872.41	\$ 86,494.60	\$ 85,811.81	\$ 100,076.30	\$ 44,024.74	\$ 44,342.59	\$ 59,877.14	\$ 44,464.51	\$ 43,218.37	\$ 45,841.12	\$ 28,804.54	\$ 756,716.02
Fees	\$ 65,171.30	\$ 86,935.14	\$ 80,823.54	\$ 78,405.75	\$ 99,964.64	\$ 53,397.59	\$ 48,139.38	\$ 59,903.15	\$ 53,184.37	\$ 56,381.86	\$ 55,381.98	\$ 37,646.05	\$ 775,334.75
Total Payments	\$ 150,059.19	\$ 175,807.55	\$ 167,318.14	\$ 164,217.56	\$ 200,040.94	\$ 97,422.33	\$ 92,481.97	\$ 119,780.29	\$ 97,648.88	\$ 99,600.23	\$ 101,223.10	\$ 66,450.59	\$ 1,532,050.77
<u>Adjustments/Write offs</u>													
Tolls	\$ 33,495.18	\$ 43,028.56	\$ 39,799.63	\$ 49,442.75	\$ 57,757.33	\$ 38,963.54	\$ 40,585.53	\$ 58,818.73	\$ 47,474.95	\$ 50,239.07	\$ 56,357.53	\$ 34,167.39	\$ 550,130.19
Fees	\$ 83,752.31	\$ 89,452.23	\$ 101,949.19	\$ 113,790.98	\$ 119,855.46	\$ 98,656.44	\$ 107,132.87	\$ 161,514.43	\$ 145,987.42	\$ 134,448.63	\$ 143,459.45	\$ 81,969.96	\$ 1,381,969.37
Total Adjustments/Write offs	\$ 117,247.49	\$ 132,480.79	\$ 141,748.82	\$ 163,233.73	\$ 177,612.79	\$ 137,619.98	\$ 147,718.40	\$ 220,333.16	\$ 193,462.37	\$ 184,687.70	\$ 199,816.98	\$ 116,137.35	\$ 1,932,099.56

Second Placement - Violations

<u>Sent to collections - Tolls</u>													
Tolls	\$ 391,482.50	\$ 403,886.65	\$ 243,621.62	\$ 348,440.28	\$ 329,676.34	\$ 311,959.49	\$ 345,489.45	\$ 399,010.70	\$ 519,469.79	\$ 440,386.38	\$ 877,984.31	\$ 739,504.19	\$ 5,350,911.70
Fees	\$ 651,000.68	\$ 667,109.74	\$ 681,933.95	\$ 592,914.79	\$ 532,146.85	\$ 452,831.47	\$ 503,736.29	\$ 554,052.80	\$ 729,910.80	\$ 603,283.43	\$ 1,410,430.46	\$ 1,068,932.01	\$ 8,448,283.27
Total Sent to collections	\$ 1,042,483.18	\$ 1,070,996.39	\$ 925,555.57	\$ 941,355.07	\$ 861,823.19	\$ 764,790.96	\$ 849,225.74	\$ 953,063.50	\$ 1,249,380.59	\$ 1,043,669.81	\$ 2,288,414.77	\$ 1,808,436.20	\$ 13,799,194.97
<u>Payments for accounts in collection</u>													
Tolls	\$ 12,327.41	\$ 15,879.37	\$ 12,274.67	\$ 8,340.49	\$ 9,984.16	\$ 6,830.81	\$ 10,849.18	\$ 7,755.53	\$ 15,151.35	\$ 22,829.94	\$ 13,911.09	\$ 13,221.04	\$ 149,355.04
Fees	\$ 12,373.80	\$ 11,021.58	\$ 12,764.34	\$ 10,302.18	\$ 10,916.81	\$ 9,223.79	\$ 12,089.23	\$ 7,313.61	\$ 11,823.76	\$ 9,690.75	\$ 13,478.40	\$ 14,474.98	\$ 135,473.23
Total Payments	\$ 24,701.21	\$ 26,900.95	\$ 25,039.01	\$ 18,642.67	\$ 20,900.97	\$ 16,054.60	\$ 22,938.41	\$ 15,069.14	\$ 26,975.11	\$ 32,520.69	\$ 27,389.49	\$ 27,696.02	\$ 284,828.27
<u>Adjustments/Write offs</u>													
Tolls	\$ 15,989.85	\$ 362,269.92	\$ 309,395.04	\$ 347,636.22	\$ 13,592.23	\$ 595,926.80	\$ 257,994.42	\$ 240,399.14	\$ 518,376.37	\$ 301,584.94	\$ 314,925.17	\$ 28,895.72	\$ 3,306,985.82
Fees	\$ 43,774.78	\$ 625,543.90	\$ 551,682.79	\$ 643,746.80	\$ 36,139.65	\$ 1,057,128.13	\$ 449,544.17	\$ 72,923.21	\$ 877,396.07	\$ 535,504.12	\$ 516,595.36	\$ 53,915.85	\$ 5,463,894.83
Total Adjustments/Write offs	\$ 59,764.63	\$ 987,813.82	\$ 861,077.83	\$ 991,383.02	\$ 49,731.88	\$ 1,653,054.93	\$ 707,538.59	\$ 313,322.35	\$ 1,395,772.44	\$ 837,089.06	\$ 831,520.53	\$ 82,811.57	\$ 8,770,880.65

Appendix H - Collection Placements and Payments Received by Debt Type: FY2014 - FY2016

Violations FY2016

First Placement - Violations	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Totals
<u>Sent to collections - Tolls</u>													
Tolls	\$765,941.35	\$999,169.91	\$849,100.24	\$1,109,641.04	\$854,182.48								\$4,578,035.02
Fees	1079731.72	1388789.92	1167753.41	1496551.19	1173190.96								\$6,306,017.20
Total Sent to collections	\$1,845,673.07	\$2,387,959.83	\$2,016,853.65	\$2,606,192.23	\$2,027,373.44								\$10,884,052.22
<u>Payments for accounts in collection</u>													
Tolls	\$21,114.07	\$65,843.97	\$12,759.11	\$0.00	\$127,877.14								\$227,594.29
Fees	\$26,246.56	\$69,751.63	\$13,738.96	\$0.00	\$145,072.77								\$254,809.92
Total Payments	\$47,360.63	\$135,595.60	\$26,498.07	\$0.00	\$272,949.91								\$482,404.21
<u>Adjustments/Write offs</u>													
Tolls	\$40,316.78	\$49,729.69	\$57,506.97	\$57,555.12	\$58,733.93								\$263,842.49
Fees	\$95,914.91	\$117,829.11	\$117,700.77	\$125,913.73	\$127,313.90								\$584,672.42
Total Adjustments/Write offs	\$136,231.69	\$167,558.80	\$175,207.74	\$183,468.85	\$186,047.83								\$848,514.91



Second Placement - Violations

<u>Sent to collections - Tolls</u>													
Tolls	\$543,683.83	\$665,914.14	\$502,927.19	\$615,229.25	\$369,599.66								\$2,697,354.07
Fees	\$739,081.16	\$931,011.38	\$718,164.55	\$900,051.71	\$546,681.80								\$3,834,990.60
Total Sent to collections	\$1,282,764.99	\$1,596,925.52	\$1,221,091.74	\$1,515,280.96	\$916,281.46								\$6,532,344.67
<u>Payments for accounts in collection</u>													
Tolls	\$17,306.99	\$18,507.38	\$13,293.98	\$0.00	\$32,132.89								\$81,241.24
Fees	\$18,068.66	\$18,061.50	\$15,348.34	\$0.00	\$28,985.47								\$80,463.97
Total Payments	\$35,375.65	\$36,568.88	\$28,642.32	\$0.00	\$61,118.36								\$161,705.21
<u>Adjustments/Write offs</u>													
Tolls	\$386,491.24	\$15,792.76	\$1,474,852.04	\$14,210.85	\$382,428.42								\$2,273,775.31
Fees	\$640,835.15	\$44,327.98	\$2,453,804.89	\$45,323.53	\$655,772.94								\$3,840,064.49
Total Adjustments/Write offs	\$1,027,326.39	\$60,120.74	\$3,928,656.93	\$59,534.38	\$1,038,201.36								\$6,113,839.80

Appendix H - Collection Placements and Payments Received by Debt Type: FY2014 - FY2016

Insufficient Funds - E-ZPass Accounts FY2014

First Placement - Insufficient Funds	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Totals
<u>Sent to collections - Tolls</u>													
Tolls/Fees	\$24,656.93	\$26,428.03	\$32,214.81	\$36,322.66	\$42,244.88	\$46,290.48	\$39,856.64	\$37,313.12	\$38,956.03	\$40,022.88	\$33,680.87	\$27,220.95	\$425,208.28
Total Sent to collections	\$24,656.93	\$26,428.03	\$32,214.81	\$36,322.66	\$42,244.88	\$46,290.48	\$39,856.64	\$37,313.12	\$38,956.03	\$40,022.88	\$33,680.87	\$27,220.95	\$425,208.28
<u>Payments for accounts in collection</u>													
Tolls/Fees	\$8,528.57	\$7,350.61	\$8,047.26	\$7,544.34	\$9,152.81	\$9,721.60	\$12,926.59	\$13,352.71	\$12,800.01	\$14,915.68	\$13,231.97	\$13,789.84	\$131,361.99
Total Payments	\$8,528.57	\$7,350.61	\$8,047.26	\$7,544.34	\$9,152.81	\$9,721.60	\$12,926.59	\$13,352.71	\$12,800.01	\$14,915.68	\$13,231.97	\$13,789.84	\$131,361.99
<u>Adjustments/Write offs</u>													
Tolls/Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Adjustments/Write offs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Second Placement - Insufficient Funds

<u>Sent to collections - Tolls</u>													
Tolls/Fees	\$56,521.35	\$21,349.51	\$18,601.79	\$15,003.58	\$17,027.97	\$14,240.10	\$14,099.62	\$13,946.61	\$20,654.23	\$21,218.98	\$23,339.75	\$26,552.43	\$262,555.92
Total Sent to collections	\$56,521.35	\$21,349.51	\$18,601.79	\$15,003.58	\$17,027.97	\$14,240.10	\$14,099.62	\$13,946.61	\$20,654.23	\$21,218.98	\$23,339.75	\$26,552.43	\$262,555.92
<u>Payments for accounts in collection</u>													
Tolls/Fees	\$5,440.57	\$6,269.18	\$4,167.97	\$3,492.17	\$2,187.67	\$2,881.11	\$1,860.41	\$2,672.81	\$2,332.24	\$2,858.36	\$3,132.18	\$2,646.97	\$39,941.64
Total Payments	\$5,440.57	\$6,269.18	\$4,167.97	\$3,492.17	\$2,187.67	\$2,881.11	\$1,860.41	\$2,672.81	\$2,332.24	\$2,858.36	\$3,132.18	\$2,646.97	\$39,941.64
<u>Adjustments/Write offs</u>													
Tolls/Fees	\$34,070.57	-\$774.80	\$70,627.10	\$1,078.79	\$63,241.96	\$1,902.05	\$28,233.88	-\$54.20	\$49,475.36	\$27,246.89	\$29,089.18	\$89,027.38	\$393,164.16
Total Adjustments/Write offs	\$34,070.57	-\$774.80	\$70,627.10	\$1,078.79	\$63,241.96	\$1,902.05	\$28,233.88	-\$54.20	\$49,475.36	\$27,246.89	\$29,089.18	\$89,027.38	\$393,164.16

Appendix H - Collection Placements and Payments Received by Debt Type: FY2014 - FY2016

Insufficient Funds - E-ZPass Accounts FY2015

First Placement - Insufficient Funds	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Totals
<u>Sent to collections - Tolls</u>													
Tolls/Fees	\$38,420.55	\$34,479.87	\$44,269.72	\$45,838.83	\$53,897.52	\$68,874.77	\$51,501.82	\$61,472.30	\$46,081.28	\$57,391.72	\$36,217.69	\$32,759.44	\$571,205.51
Total Sent to collections	\$38,420.55	\$34,479.87	\$44,269.72	\$45,838.83	\$53,897.52	\$68,874.77	\$51,501.82	\$61,472.30	\$46,081.28	\$57,391.72	\$36,217.69	\$32,759.44	\$571,205.51
<u>Payments for accounts in collection</u>													
Tolls/Fees	\$11,046.89	\$13,263.76	\$10,798.41	\$11,665.43	\$13,555.51	\$13,944.45	\$19,177.22	\$11,862.81	\$21,410.27	\$21,206.95	\$22,873.59	\$15,746.79	\$186,552.08
Total Payments	\$11,046.89	\$13,263.76	\$10,798.41	\$11,665.43	\$13,555.51	\$13,944.45	\$19,177.22	\$11,862.81	\$21,410.27	\$21,206.95	\$22,873.59	\$15,746.79	\$186,552.08
<u>Adjustments/Write offs</u>													
Tolls/Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Adjustments/Write offs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Second Placement - Insufficient Funds													
<u>Sent to collections - Tolls</u>													
Tolls/Fees	27908.08	23977.7	20992.94	20467.88	27452.45	19653.23	15034.78	24442.86	19831.73	29588.94	30586.17	33376.71	\$293,313.47 \$0.00
Total Sent to collections	\$27,908.08	\$23,977.70	\$20,992.94	\$20,467.88	\$27,452.45	\$19,653.23	\$15,034.78	\$24,442.86	\$19,831.73	\$29,588.94	\$30,586.17	\$33,376.71	\$293,313.47
<u>Payments for accounts in collection</u>													
Tolls/Fees	\$3,664.33	\$4,221.32	\$3,504.36	\$2,640.50	\$2,337.27	\$1,939.98	\$1,317.74	\$2,583.06	\$2,884.37	\$2,651.92	\$1,988.17	\$4,233.26	\$33,966.28
Total Payments	\$3,664.33	\$4,221.32	\$3,504.36	\$2,640.50	\$2,337.27	\$1,939.98	\$1,317.74	\$2,583.06	\$2,884.37	\$2,651.92	\$1,988.17	\$4,233.26	\$33,966.28
<u>Adjustments/Write offs</u>													
Tolls/Fees	\$89.93	\$49,104.63	\$46,006.94	\$18,478.47	\$5,508.48	\$29,279.55	\$16,399.29	\$2,794.06	\$23,694.48	\$11,880.40	\$17,538.84	\$5,670.81	\$226,445.88
Total Adjustments/Write offs	\$89.93	\$49,104.63	\$46,006.94	\$18,478.47	\$5,508.48	\$29,279.55	\$16,399.29	\$2,794.06	\$23,694.48	\$11,880.40	\$17,538.84	\$5,670.81	\$226,445.88

Appendix H - Collection Placements and Payments Received by Debt Type: FY2014 - FY2016

Insufficient Funds - E-ZPass Accounts FY2016

First Placement - Insufficient Funds	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Totals
<u>Sent to collections - Tolls</u>													
Tolls/Fees	\$41,554.56	\$47,950.77	\$57,887.32	\$61,217.88	\$71,395.34								\$280,005.87
Total Sent to collections	\$41,554.56	\$47,950.77	\$57,887.32	\$61,217.88	\$71,395.34								\$280,005.87
<u>Payments for accounts in collection</u>													
Tolls/Fees	\$13,346.56	\$15,338.43	\$15,096.28	\$14,534.21	\$18,926.15								\$77,241.63
Total Payments	\$13,346.56	\$15,338.43	\$15,096.28	\$14,534.21	\$18,926.15								\$77,241.63
Adjustments/Write offs													
Tolls/Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00								\$0.00
Total Adjustments/Write offs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00								\$0.00

<u>Second Placement - Insufficient Funds</u>													
<u>Sent to collections - Tolls</u>													
Tolls/Fees	39418.37	31581.12	28986.99	27657.68	35317.8								\$162,961.96
Total Sent to collections	\$39,418.37	\$31,581.12	\$28,986.99	\$27,657.68	\$35,317.80								\$162,961.96
Payments for accounts in collection													
Tolls/Fees	\$4,505.87	\$4,864.65	\$4,468.63	\$4,051.90	\$3,859.21								\$21,750.26
Total Payments	\$4,505.87	\$4,864.65	\$4,468.63	\$4,051.90	\$3,859.21								\$21,750.26
Adjustments/Write offs													
Tolls/Fees	\$17,289.40	-\$356.46	\$62,750.53	\$22,378.44	\$21,442.04								\$123,503.95
Total Adjustments/Write offs	\$17,289.40	-\$356.46	\$62,750.53	\$22,378.44	\$21,442.04								\$123,503.95

Appendix H - Collection Placements and Payments Received by Debt Type: FY2014 - FY2016

Certificates of Passage (COP) FY2014

First Placement - COP	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Totals
<u>Sent to collections - Tolls</u>													
Tolls	\$ 36,175.24	\$ 17,378.12	\$ 63,223.45	\$ 36,568.42	\$ 64,780.80	\$ 43,220.73	\$ 66,773.12	\$ 57,140.20	\$ 54,498.51	\$ 53,814.88	\$ 54,752.33	\$ 62,128.98	\$ 610,454.78
Fees	\$ 50,300.00	\$ 25,450.00	\$ 86,375.00	\$ 50,350.00	\$ 92,175.00	\$ 59,200.00	\$ 89,425.00	\$ 77,275.00	\$ 76,975.00	\$ 77,300.00	\$ 76,050.00	\$ 162,975.00	\$ 923,850.00
Total Sent to collections	\$ 86,475.24	\$ 42,828.12	\$ 149,598.45	\$ 86,918.42	\$ 156,955.80	\$ 102,420.73	\$ 156,198.12	\$ 134,415.20	\$ 131,473.51	\$ 131,114.88	\$ 130,802.33	\$ 225,103.98	\$ 1,534,304.78
<u>Payments for accounts in collection</u>													
Tolls & Fees	\$ 5,934.64	\$ 11,714.24	\$ 9,776.53	\$ 10,761.00	\$ 8,224.83	\$ 9,334.15	\$ 9,531.11	\$ 11,316.50	\$ 11,935.63	\$ 12,566.64	\$ 17,832.35	\$ 12,350.82	\$ 131,278.44
													\$ -
Total Payments	\$ 5,934.64	\$ 11,714.24	\$ 9,776.53	\$ 10,761.00	\$ 8,224.83	\$ 9,334.15	\$ 9,531.11	\$ 11,316.50	\$ 11,935.63	\$ 12,566.64	\$ 17,832.35	\$ 12,350.82	\$ 131,278.44
<u>Adjustments/Write offs</u>													
Tolls & Fees	\$ 957.90	\$ 937.35	\$ 374,470.70	\$ 159,609.15	\$ 279,867.23	\$ 1,620.01	\$ 937.86	\$ 702.07	\$ 19,539.25	\$ 43,409.05	\$ 7,824.50	\$ 205,153.17	\$ 1,095,028.24
													\$ -
Total Adjustments/Write offs	\$ 957.90	\$ 937.35	\$ 374,470.70	\$ 159,609.15	\$ 279,867.23	\$ 1,620.01	\$ 937.86	\$ 702.07	\$ 19,539.25	\$ 43,409.05	\$ 7,824.50	\$ 205,153.17	\$ 1,095,028.24

Certificates of Passage (COP) FY2015

First Placement - COP	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Totals
<u>Sent to collections - Tolls</u>													
Tolls	\$ 75,051.57	\$ 22,290.76	\$ 69,669.59	\$ 47,684.07	\$ 75,696.37	\$ 82,366.03	\$ 39,734.68	\$ 113,956.34	\$ 68,634.56	\$ 60,071.28	\$ 84,358.78	\$ 114,593.85	\$ 854,107.88
Fees	\$ 101,450.00	\$ 29,200.00	\$ 88,425.00	\$ 61,275.00	\$ 97,650.00	\$ 105,825.00	\$ 48,825.00	\$ 141,050.00	\$ 85,825.00	\$ 75,400.00	\$ 109,975.00	\$ 147,975.00	\$ 1,092,875.00
Total Sent to collections	\$ 176,501.57	\$ 51,490.76	\$ 158,094.59	\$ 108,959.07	\$ 173,346.37	\$ 188,191.03	\$ 88,559.68	\$ 255,006.34	\$ 154,459.56	\$ 135,471.28	\$ 194,333.78	\$ 262,568.85	\$ 1,946,982.88
<u>Payments for accounts in collection</u>													
Tolls & Fees	\$ 13,282.49	\$ 12,409.32	\$ 9,136.81	\$ 5,343.87	\$ 9,958.79	\$ 12,867.73	\$ 6,410.57	\$ 18,031.97	\$ 17,346.37	\$ 15,316.58	\$ 15,581.89	\$ 13,384.44	\$ 149,070.83
													\$ -
Total Payments	\$ 13,282.49	\$ 12,409.32	\$ 9,136.81	\$ 5,343.87	\$ 9,958.79	\$ 12,867.73	\$ 6,410.57	\$ 18,031.97	\$ 17,346.37	\$ 15,316.58	\$ 15,581.89	\$ 13,384.44	\$ 149,070.83
<u>Adjustments/Write offs</u>													
Tolls & Fees	\$ 438,422.29	\$ 154,199.14	\$ 113,735.76	\$ 1,071.51	\$ 1,185.50	\$ 615.90	\$ 496.25	\$ 727.88	\$ 22,353.16	\$ 413,714.79	\$ 397,811.45	\$ 101,689.96	\$ 1,646,023.59
													\$ -
Total Adjustments/Write offs	\$ 438,422.29	\$ 154,199.14	\$ 113,735.76	\$ 1,071.51	\$ 1,185.50	\$ 615.90	\$ 496.25	\$ 727.88	\$ 22,353.16	\$ 413,714.79	\$ 397,811.45	\$ 101,689.96	\$ 1,646,023.59

Certificates of Passage (COP) FY2016

First Placement - COP	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Totals
<u>Sent to collections - Tolls</u>													
Tolls	\$ 84,082.42	\$ 88,005.62	\$ 59,309.95	\$ 84,082.42									\$ 315,480.41
Fees	\$ 103,275.00	\$ 115,325.00	\$ 74,725.00	\$ 103,275.00									\$ 396,600.00
Total Sent to collections	\$ 187,357.42	\$ 203,330.62	\$ 134,034.95	\$ 187,357.42									\$ 712,080.41
<u>Payments for accounts in collection</u>													
Tolls/Fees	\$ 16,347.00	\$ 14,024.72	\$ 1,325.20	\$ 15,996.96	\$ 6,081.97								\$ 53,775.85
													\$ -
Total Payments	\$ 16,347.00	\$ 14,024.72	\$ 1,325.20	\$ 15,996.96	\$ 6,081.97								\$ 53,775.85
<u>Adjustments/Write offs</u>													
Tolls/Fees	\$ 875.49	\$ 147,905.84	\$ 77,767.75	\$ 101.95	\$ 250,710.46								\$ 477,361.49
													\$ -
Total Adjustments/Write offs	\$ 875.49	\$ 147,905.84	\$ 77,767.75	\$ 101.95	\$ 250,710.46								\$ 477,361.49

Appendix H - Collection Placements and Payments Received by Debt Type: FY2014 - FY2016

Disabled Vehicles (DV) FY2014

First Placement - DV	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Totals
<u>Sent to collections - Tolls</u>													
Tolls	\$11,598.21			\$7,080.25			\$9,697.25		\$6,316.50				\$34,692.21
Fees	\$3,900.00			\$2,425.00			\$3,300.00		\$2,150.00				\$11,775.00
Total Sent to collections	\$15,498.21	\$0.00	\$0.00	\$9,505.25	\$0.00	\$0.00	\$12,997.25	\$0.00	\$8,466.50	\$0.00	\$0.00	\$0.00	\$46,467.21
<u>Payments for accounts in collection</u>													
Tolls & Fees	\$15.00	\$15.00	\$15.00						\$186.00		\$114.50		\$345.50
Total Payments	\$15.00	\$15.00	\$15.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$186.00	\$0.00	\$114.50	\$0.00	\$345.50
<u>Adjustments/Write offs</u>													
Tolls & Fees	\$10,716.23				\$10,791.62							\$15,105.71	\$36,613.56
Total Adjustments/Write offs	\$10,716.23	\$0.00	\$0.00	\$0.00	\$10,791.62	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15,105.71	\$36,613.56

Disabled Vehicles (DV) FY2015

First Placement - DV	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Totals
<u>Sent to collections - Tolls</u>													
Tolls	\$10,254.60					\$11,220.25				\$6,955.64			\$28,430.49
Fees	\$3,550.00					\$3,850.00				\$2,300.00			\$9,700.00
Total Sent to collections	\$13,804.60	\$0.00	\$0.00	\$0.00	\$0.00	\$15,070.25	\$0.00	\$0.00	\$0.00	\$9,255.64	\$0.00	\$0.00	\$38,130.49
<u>Payments for accounts in collection</u>													
Tolls											\$212.00	\$115.00	\$327.00
Fees													\$0.00
Total Payments	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$212.00	\$115.00	\$327.00
<u>Adjustments/Write offs</u>													
Tolls	\$8,595.75								\$70.00				\$8,665.75
Fees													\$0.00
Total Adjustments/Write offs	\$8,595.75	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$70.00	\$0.00	\$0.00	\$0.00	\$8,665.75

Disabled Vehicles (DV) FY2016

First Placement - DV	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Totals
<u>Sent to collections - Tolls</u>													
Tolls													\$0.00
Fees													\$0.00
Total Sent to collections	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00								\$0.00
<u>Payments for accounts in collection</u>													
Tolls													\$0.00
Fees													\$0.00
Total Payments	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00								\$0.00
<u>Adjustments/Write offs</u>													
Tolls													\$0.00
Fees													\$0.00
Total Adjustments/Write offs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00								\$0.00

Addendum 1 - Addition 2 - Exhibit I - Sample Violation Notices

Pennsylvania Turnpike Commission
Violation Processing Center
8000C Derry Street
Harrisburg, PA 17111

FIRST VIOLATION NOTICE

ALLENTOWN, PA 18103

Notice No.: 00007602715-1
Account No.: 3098727
Issue Date: 08/03/2015
Total Amount Due: \$26.70
Date Due: 09/02/2015

On the date reference below, you exited the Pennsylvania Turnpike through an E-ZPass lane and did not pay the toll due. Under Pennsylvania Law, the above named vehicle owner is liable for the toll violation documented below. Accordingly remit payment of the total amount due by the date due.



Agency	Pennsylvania Turnpike Commission		
Plaza/Lane	Fort Washington-339/8		
Date	07/19/2015		
Time	14:41:48		
Plate	ZZZ1234	State	ZZ
Toll Balance Due			\$1.70
Administrative Fee			\$25.00
Payments/Adjustments/Other			\$0.00
Total Amount Due			\$26.70

No refunds will be issued for overpayments under \$1.00.

The total amount due can be paid by check, money order, or credit card and must be submitted together with the remittance portion of this form below. If paying by cash, you must appear in person at the Violations Processing Center at the address indicated below. If you are an E-ZPass account holder or wish to pay the Total Amount Due by credit card, you can do so on our website at www.ezpass.csc.paturnpike.com/violation or by calling 1-877-877-5882. If on the date of the violation the vehicle was stolen or leased/rented to another person, complete and return Section A of the appeal form on the following page along with required documentation. If you elect to contest your liability based on the fact that you, as the owner, were not operating the vehicle at the time of the violation, complete Section B of the appeal form and return it with documentation as appropriate. If the vehicle was equipped with a valid E-ZPass transponder at the time of the violation, complete and return Section C of the appeal form; the toll due will be deducted from your account. By no later than 9/2/2015 5:55:48 PM or within thirty (30) days of receipt of this notice, you must either complete, detach, and return the remittance portion of this form with the total amount due, or submit the appeal form with Section A, B, or C completed. *This is your only opportunity to appeal this violation.* If you require further information, call the Violation Processing Center at 1-877-877-5882. If you would like to become an E-ZPass customer, call 1-877-PENNPASS or visit our website at www.paturnpike.com.

Keep this portion for your record

Detach and Return this Remittance Portion

Notice #: 00007602715-1 **Violation Date:** 07/19/2015 14:41:48 **Plaza/Lane:** Fort Washington-339/8

Account #: 3098727

DO NOT MAIL CASH No refunds will be issued for overpayments under \$1.00.



Pennsylvania Turnpike Commission
Violations Processing Center
8000C Derry Street
Harrisburg, PA 17111

Toll Balance Due \$1.70
Administrative Fee \$25.00
Payments/Adjustments/Other \$0.00
Total Amount Due \$26.70

PAYMENT Method:

☐ CHECK/MONEY ORDER

(Made payable to Pennsylvania Turnpike Commission)

☐ VISA

☐ MASTERCARD

☐ AMERICAN EXPRESS

☐ DISCOVER

CREDIT CARD NUMBER

EXPIRATION (Month/Year)

I hereby authorize the above total amount due to be charged to my credit card account indicated above.

Print Name

Signature

Date

Addendum 1 - Addition 2 - Exhibit I - Sample Violation Notices
Appeal Form

Notice #: 00007602715-1

Account #: 3098727

Violation Date: 07/19/2015 14:41:48

Plaza/Lane: Fort Washington-339/8

Instructions:

Visit our website www.ezpass.csc.paturnpike.com/violation if you are an E-ZPass account holder or wish to pay the Total Amount Due by credit card.

You may also pay your Violation by telephone using a credit card. Dial 1-877-877-5882; press 1 for the E-ZPass Customer Service Center/Violations Processing; press 3 because you received a Violation Notice; press 1 if you wish to make a payment; press 1 again to make the payment. Follow the prompts to process your payment.

For your appeal to be considered, you must complete the following steps within (30) days of receipt of this notice:

- Complete Section A, B, or C of the appeal form below.
- Sign and date the certification at the bottom of the appeal form.
- Mail this appeal form direct to:

**Pennsylvania Turnpike Commission
Violation Processing Center
8000C Derry Street
Harrisburg, PA 17111**



If review of appeal form Section C shows that you were an E-ZPass Customer in good standing on the relevant date, the Toll Balance Due will be deducted from your E-ZPass account. In all other cases, the results of the review will be mailed to you. If you require further information, call 1-877-877-5882.

Section A: Certification of Non-Liability

The undersigned certifies that on the date of the violation the vehicle bearing the registered plate number on the Violation Notice was (check one only):

- ☐ Stolen ☐ Leased or Rented to another person ☐ Other - Written Appeal. See attached statement.

Lessee/Renter Information:

Name _____ Driver's License Number _____

Address _____

City _____ State _____ Zip Code _____

Phone Number _____ Date of theft or execution of lease agreement _____

Note: In order to assert either of these defenses, you must provide the following documentation:

- If you allege that your vehicle was stolen at the time of the violation, you must provide a copy of the police report (if available) or law enforcement agency name, incident number, and date stolen.
- If the vehicle was leased or rented, you must provide a copy of the lease or rental agreement or other such contract covering the vehicle on the date of the violation with the name, address, and driver's license number of the lessee or renter, clearly legible by the appeal due date specified on the violation notice

Failure to send such information by the appeal due date will render the owner, lessor, or rental agency liable for the total amount due.

Section B: Overcoming Inference of Owner Liability

The owner of the vehicle is inferred to be the operator at the time of the violation. In order to overcome the inference, the vehicle owner must provide the following information:

- Testimony/statement that the owner was not operating the vehicle at the time of the violation.
- Testimony/statement indicating the name and residence address of the person operating the vehicle at the time of the violation.

Section C: E-ZPass Customer Verification

I hereby certify that I was an E-ZPass customer in good standing and had a valid E-ZPass transponder in the vehicle at the time of the alleged violation. Enclosed is my most recent account statement that shows my name, address, transponder number and that I have a positive account balance.

Name of E-ZPass Account Holder _____ E-ZPass Account Number _____

Signature of E-ZPass Account Holder _____ Phone Number _____

Transponder Number (above the barcode on the transponder) _____

Certification: To be completed for all Appeal Form Sections.

I certify that the foregoing statements are true accurate to the best of my knowledge. I understand that if any of the foregoing statements are willfully false, I am subject to penalties pursuant to Pennsylvania Law.

Signature _____ Print Name _____ Date _____

Addendum 1 - Addition 2 - Exhibit I - Sample Violation Notices

Pennsylvania Turnpike Commission
Violation Processing Center
8000C Derry Street
Harrisburg, PA 17111

FINAL VIOLATION NOTICE

ALLENTOWN, PA 18103

Notice No.: 00007602715-2
Account No.: 3098727
Issue Date: 09/08/2015
Total Amount Due: \$41.70
Date Due: 10/08/2015

This is your Final Notice. On the date reference below, you exited the Pennsylvania Turnpike through an E-ZPass lane and did not pay the toll due. Under Pennsylvania Law, the above named vehicle owner is liable for the toll violation documented below. Accordingly, remit payment of the total amount due by the date due.



Agency	Pennsylvania Turnpike Commission		
Plaza/Lane	Fort Washington-339/8		
Date	07/19/2015		
Time	14:41:48		
Plate	ZZZ1234	State	ZZ
Toll Balance Due			\$1.70
Administrative Fee - 1			\$25.00
Administrative Fee - 2			\$15.00
Payments/Adjustments/Other			\$0.00
Total Amount Due			\$41.70

No refunds will be issued for overpayments under \$1.00.

The total amount due can be paid by check, money order, or credit card and must be submitted together with the remittance portion of this form below. If you are an E-ZPass account holder or wish to pay the Total Amount Due by credit card, you can do so on our website at www.ezpass.csc.paturnpike.com/violation or by calling 1-877-877-5882. If paying by cash, you must appear in person at the Violations Processing Center at the address indicated below. If you require further information, call the Violations Processing Center at 1-877-877-5882. If you would like to become an E-ZPass customer, call 1-877-PENNPASS or visit our website at www.paturnpike.com.

If you do not respond to this Final Violation notice, you will be turned over to the Pennsylvania Office of Attorney General and/or a private collection agency.

Keep this portion for your record

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Detach and Return this Remittance Portion

Notice #: 00007602715-2 Violation Date: 07/19/2015 14:41:48 Plaza/Lane: Fort Washington-339/8

Account #: 3098727

DO NOT MAIL CASH No refunds will be issued for overpayments under \$1.00.



Pennsylvania Turnpike Commission
Violations Processing Center
8000C Derry Street
Harrisburg, PA 17111

Toll Balance Due	\$1.70
Administrative Fee - 1	\$25.00
Administrative Fee - 2	\$15.00
Payments/Adjustments/Other	\$0.00
Total Amount Due	\$41.70

PAYMENT Method:

☐ CHECK/MONEY ORDER
(Made payable to Pennsylvania Turnpike Commission)

☐ VISA
☐ MASTERCARD

☐ AMERICAN EXPRESS
☐ DISCOVER

CREDIT CARD NUMBER

EXPIRATION (Month/Year)

I hereby authorize the above total amount due to be charged to my credit card account indicated above.

Print Name

Signature

Date