NEW YORK STATE DEPARTMENT OF TRANSPORTATION

Debt Collection Services Initiative

Request for Information #2014-41

July 1, 2014

The New York State Department of Transportation (NYSDOT) hereby issues this “Request for Information” (RFI) to gather information regarding debt collection services available in the marketplace.

Purpose:
The purpose of this RFI is to gather feedback from interested debt collectors, attorneys, and other experienced parties in the field of debt collections. The information gathered as a result of this RFI may be used to develop one or more Requests for Proposal (RFP) for the purposes of establishing an expanded debt collections program for NYSDOT.

THIS IS NOT A SOLICITATION FOR PROPOSALS OR APPLICATIONS. THIS IS ONLY A REQUEST FOR INFORMATION.

Background:
The NYSDOT Office of Right of Way manages State-owned parcels of land along the State’s highways and roads until the parcels are either used for transportation purposes or sold and returned to the tax rolls. Pending Departmental needs, the parcels are placed under “use and occupancy” permits and, in rare cases, leases. Uses include: parking and/or landscaping for adjacent businesses, signs, utility crossings, and drainage. While the permittees are primarily partnerships, LLC’s, and corporations, some are individuals. Permit fees are billed on a monthly or annual basis. Some accounts in this rental portfolio are in good standing while some fall into arrears. The majority of these debts are located in the metropolitan areas of the State, particularly in the downstate area. NYSDOT Regional and Main Office staff handle initial debt collection efforts and attempts. The Office of Right of Way coordinates its debt collection efforts with New York State Attorney General’s office, which handles litigation. However
NYSDOT’s ability to address lease accounts in arrears may benefit via the addition of consultant-supplied debt collection services. The Department seeks to gather information pertaining to the current standards of the debt collection industry.

**Information Requested:**
- Name, address and primary business of Company
- Name, title, e-mail address and telephone number of Company contact person(s)
- Any readily available descriptive literature you would like to include about your organization

By registering interest in NYSDOT RFI #2014-41, you will receive e-mail messages alerting you to new or updated information regarding this RFI.

Based on your experience and level of interest, NYSDOT is seeking comprehensive answers to as many of the following questions as possible:

- What is the minimum debt size typically sent for collection? Are there any collection amounts deemed ‘too small’?

- For what length of time are collection accounts typically handled? What duration lends the best results? What determines the end of a collection agency’s agreement with the creditor for each account?

- Is it typical for collection agencies to work on a commission-only basis or are there initial set-up fees for each account or group of accounts? Are there any other, additional expenses?

- What are typical collection fees? Are there tiered rates based on the dollar amounts collected and if so, what are the tiers? Are discounts given for larger lots of accounts?

- Are collection agencies typically bonded? For how much? How do collection agencies address potential theft by their employees?

- What are the most effective means of collection of debts from an individual debtor?

- What are the most effective means of collection of debts owed by the different business types (corporation, LLC, NFP, etc)?

- What geographic limitations, if any, do collection agencies typically have in New York State? How regionalized is the business? Are there any out-of-state restrictions, concerns or issues?

- Would collection agencies typically be willing to remit the full payments collected from permittees to NYSDOT and receive compensation from NYSDOT on a monthly billing basis (based on collections received, month-to-date)?
• In the industry, what are the best practices available for verification that dollars remitted to the creditor equal dollars collected from the debtor?

• What ability and willingness do agencies have to set up a payment plan with the debtor?

• Would agencies be willing to provide us with financial forms to demonstrate their financial wherewithal?

• Would a table of NYSDOT permit arrearage data increase your interest in this endeavor should NYSDOT seek to procure debt collection services?

**Question and Answer Period:**
Inquiries are welcomed during the period from the release date of July 1, 2014 through July 22, 2014. Please direct questions to the NYSDOT contact person identified below. NYSDOT will release answers to questions received by July 29, 2014.

**Responses:**
Responses are required by 2:00 PM Eastern Daylight Savings Time on August 11, 2014. You can respond via e-mail (preferred) or via US Mail or hand-delivery.

**Electronically:**
alfred.hasenkopf@dot.ny.gov

**By mail or hand-delivery:**
Al Hasenkopf, RFI 2014-41
NYSDOT Contract Management Bureau
50 Wolf Road, 6th Fl
Albany, NY 12232

NYSDOT reserves the right to contact individual RFI respondents with any follow-up questions (based on their RFI response). This follow-up may involve exchanges of e-mails, telephone calls or a one-on-one in-person interviews.

**Results:**
Information gathered from the responses to this RFI may be used by NYSDOT to develop one or more Requests for Proposal, although no guarantee can be made that any such request will be issued. **THIS IS NOT A SOLICITATION FOR PROPOSALS OR APPLICATIONS.**