



THE COUNTY OF GALVESTON

RUFUS G. CROWDER, CPPB
PURCHASING AGENT

GWEN MCLAREN, CPPB
ASST. PURCHASING AGENT

COUNTY COURTHOUSE
722 Moody (21st Street)
Fifth (5th) Floor
GALVESTON, TEXAS 77550
(409) 770-5371

March 19, 2012

RE: ADDENDUM #1
RFQ #B121015, Delinquent Property Tax Collection Services

To All Prospective Bidders,

The following information is being provided to aid in preparation of your qualification submittal(s):

OPENING DATE:

Bid #B121015, Delinquent Property Tax Collection Services originally scheduled to be opened on Thursday, March 22, 2012 at 2:30 p.m. has been re-scheduled. The new deadline for submitting qualifications is as follows:

Date: Thursday, March 29, 2012
Time: 2:30 p.m.

Please send bid submittals to:
Galveston County Purchasing Agent
Attention: Rufus Crowder, CPPB
722 Moody (21st Street), Fifth (5th) Floor
Galveston, Texas 77550

As a reminder, all questions regarding this qualification must be submitted in writing to:

Rufus G. Crowder, CPPB,
Galveston County Purchasing Agent,
722 Moody, Fifth (5th) Floor
Galveston, Texas 77550
Fax: (409) 621-7987
E-mail: rufus.crowder@co.galveston.tx.us

Question: *How many entities does the County collect for?*

Response: There are 34 entities.

Question: *How many total Accounts – Bills are on the system?*

Response: There are 190,182 accounts.

Question: *How many tax bills are sent out yearly?*

Response: There are 190,182 tax bills sent out yearly.

Question: How many employees would use the Tax Collections System?

Response: There are 50 employees in the Galveston County Tax Office plus access for up to ten (10) temporary employees.

Question: How many remote offices do you have?

Response: Galveston County has six (6) remote offices.

Question: What On-line Payment Company are they using to take payments on-line? JP Morgan Chase?

Response: The on-line payment company used is Chase.

Question: Why is the contract out to bid at this time?

Response: It was the decision of the Galveston County Commissioners' Court to bid this service.

Question: When is the anticipated contract start date?

Response: It is not known at this time. Commissioners' Court action will determine.

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

Response: One (1) for Galveston County.

Question: Has the current contract gone full term?

Response: Yes.

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

Response: No.

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

Response: Those performed by the current vendor and as specified in the bid documents.

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

Response: As of March 7, 2012 – (2011) County - \$14,363,312.00; Road and Flood - \$208,872.00; Delinquent accounts - \$6,220,614.00. It is not understood what is being referred to in the question regarding "by category". Please clarify.

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

Response: The total number of property tax accounts total County – 190,182; Road & Flood – 190,170. Again, "by category" is not understood.

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

Response: County - \$75.52; Road & Flood - \$1.10; Delinquent accounts - \$32.71.

Question: *What current contingency fees or other fees are currently being billed by any incumbent(s), by category?*

Response: 20% to Galveston County. Other fees are specified in the bid documents.

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

Response: The average age of current accounts would be four (4) months.

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

Response: 2010 – County, Road & Flood - \$662,005.00. February 2012 – County, Road & Flood - \$44,444.00.

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

Response: Galveston County requires that all accounts that become delinquent July 1st be collected with the exception of those participating in payment options, installment payment agreements and deferrals.

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

Response: This is unknown. The amount fluctuates annually.

Question: *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?*

Response: County – 71%; Road & Flood – 69%.

Question: *Is County asking for some listing of former clients/taxing authorities we no longer serve back to 1997? Or does the County want a listing of all of our clients through 2012? Please clarify.*

Response: The County is requesting a listing of current and the last fifteen (15) years of property tax collection customers with other Texas governmental entities.

Question: *Copies of all existing contracts (and contracts we no longer service) would be voluminous. It requires responding firms to gather data and documents from all over the State of Texas, if we are interpreting this question correctly. Please clarify this question by stating what the purpose of this question.*

Response: The question asks for copies of current tax collection contracts with those customers in Item #1 you continue to maintain a contract with.

Question: *Do you want collection data for all clients we are using as references? Or all clients in the State of Texas, or clients specifically collected by the Perdue Brandon's office that would oversee delinquent collections for Galveston County should Perdue be awarded the delinquent tax collection contract?*

Response: No. Collection rates for all current customers included in 1 and or 2 with particular emphasis on those with parcel counts in excess of 185,000.

Question: *Will you be providing all potential responders to this RFP the questions and answers to these and all other questions submitted?*

Response: Yes. It will be provided to all vendors who have requested through the Purchasing Department to be included in the process. As a reminder, the County is not responsible for potential proposers receipt of addenda. All addenda will be posted to the County website.

Question: *What is the current tax foreclosure resale policy of Galveston County? Please provide any documentation of this policy that exists in written form.*

Response: We abide by the Property Tax Code. Any policy we have will address only procedural processes. (Please see attached policy)

Question: *Who serves on the committee overseeing tax resales?*

Response: Other than the law firm, there is no available information responsive to this request. Members of the committee should not have an impact on this RFQ.

Question: *How many pieces of struck off property are there in which does Galveston County has a trustee interest?*

Response: There is no information responsive to this request and do not believe a response will impact this RFQ.

Question: *A2 – Provide TABC billing and accounting system including maintenance, support and training - We need additional clarification determining the scope of work to see if this is just a collection of fees?*

Response: We require a billing, collection and accounting system to collect TABC fees. Maintenance and support of the system and training will also be required.

Question: *A3 – Provide on-going research and development on other automation systems, including but not limited to coin operated machine collection and accounting software system and online SIT payment processing. We need to clarify what is meant by SIT?*

Response: Special Inventory Tax (also referred to as Vehicle Inventory Tax).

If you have any further questions regarding this RFQ, please address them to Rufus G. Crowder, CPPB, Purchasing Agent, via e-mail at rufus.crowder@co.galveston.tx.us, or contact the Purchasing Department at (409) 770-5371.

Please excuse us for any inconvenience that this may have caused.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rufus G. Crowder', with a long horizontal flourish extending to the right.

Rufus G. Crowder, CPPB
Purchasing Agent
Galveston County

Attachment



Galveston County Tax Office Policies & Procedures

Property Tax Resale Processing

POLICY

It is the policy of the Tax Assessor/Collector to have all property tax resale payments processed both accurately and timely.

RESPONSIBILITY

The Chief Deputy, Property Tax and the Chief Deputy, Operations, are responsible for compliance with this policy.

PROCEDURE

- A. Log-on Process
 1. Click ACT 7.0 Tax System
 2. Enter both "User Name" and "Password"
 3. Click "Connect"
- B. Opening a Deposit
 1. Go to the "Payment Process" (\$) screen
 2. In the "Deposit Number" field enter in your three digit deputy number, six digit date and the letters "PB" (ex. 625102507PB).
 3. The "Deposit Date" and "Receipt Date" fields will consist of the same date used for the "Deposit Number".
 4. Select "Special" for the "Deposit Type".
 5. Select the office in which you are assigned to for the "Office Location".
 6. Check the box marked "Auto Print Receipt".
 7. Click "Payment Transaction"
- C. Resale Processing
 1. Go to the "Account Status" screen
 - a. Enter the account number, press F8.
 - b. Change the "Amount Due As Of" field to the date in which the "Sheriff's Sale" occurred. For instance, if the Sheriff's Sale occurred May 20, 2000 you will have to use this date to determine the correct amount to pay for each year. Press "Enter".
 - c. Verify all years and entities that the Resale Distribution Form instructs to process so that the amounts to post for each can be determined.
 - d. The amount to be distributed to each entity will not be exact; therefore, each year for the entities will have to be processed one at a time.
 2. Go to "Payment Process" screen, press F8.
 3. Click "Payment Transaction"
 4. The account number, certified owner's name and total amount due will appear.
 5. Change the "Receipt Date" to the date in which the Sheriff's Sale occurred.

6. Check the box marked "Pay Oldest Year First".
7. Click "Detail", the "Special Payment" tab will appear.
8. On the "Special Payment" tab you will have to select the year(s) and the entity to be paid.
 - a. Click "Multi" to display the multi-select window.
 - b. Select the year(s) and/or tax unit.
 - c. Click "Filter Data"
9. Enter the total amount received in the "Total Payment" field.
10. Click "Calculate Allocations" (the system will automatically allocate monies to the remaining fields).
11. Click "Apply Allocations" (the individual lines as well as the totals at the bottom of the screen will fill in).
12. Click "Remittance"; the remittance tab will appear.
13. An "Alternate Payer" will always have to be selected, because the certified owner won't ever be the remitter. The checks will either be from the County of Galveston, City of Galveston, City of Texas City or the county attorneys.
14. Select the "Payment Type" (payment will always be made in the form of a check).
15. Enter the "Check Number".
16. Enter the "Payment Amount".
17. Enter the "Applying Amount".
18. Click "Apply"
19. Proceed to process the next taxing entity for the account you are working on until all units listed on the distribution form has been paid. Only pay the amounts in which the distribution form instructs each entity to receive. **Once you have completed the distribution form for a certain account continue with the next account number.**

In some instances the Resale Distribution Form may request to pay certain years/entities with the check provided and to error off any remaining tax units. In this case you must write off all tax years remaining as instructed on the distribution form. In order to satisfy the judgment we must use the following procedure:

REPEAT STEPS C1 THROUGH C8, THEN PROCEED AS FOLLOWS

9. Enter \$0.00 in the "Total Payment" field.
10. Click "Calculate Allocations"
11. Click "Apply Allocations"
12. Click "Final Pay All Units" (check marks will appear in the "Final Pay" column to determine the exact years/tax units to be written off).
13. Click "Remittance"
14. Select the "Payment Type" (should always use "CHECK" when writing off taxes).
15. Enter the "Check Number" as zero 0).
16. Enter the "Payment Amount" as \$0.00.
17. Enter the "Applying Amount" same as "Payment Amount".
18. Click "Apply"

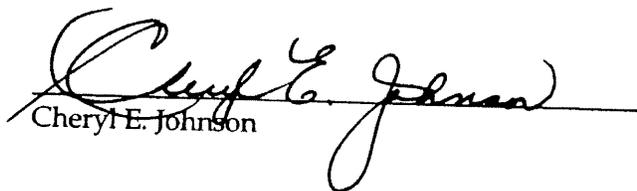
There will be some instance when the amount of funds distributed for Resales will be over the amount of taxes owed. In this case you must pay off the entity

instructed from the "Resale Distribution" form and the monies left should be distributed to the remaining entities for that account. If for some reason the judgment is settled and there are still funds available you must process as an overage. The overage amount should be distributed to that particular entity in which the funds were made available to.

REPEAT STEPS C THROUGH C-6, THEN PROCEED AS FOLLOWS

7. On the "Payment Process" screen you will have to select paid year in order to process correctly.
 - a. Click "Paid Years" to display the years paid on the account. Select the most recent paid year that settled the judgment. Click "Accept". (This will take you to the "Special Payment" screen).
8. Once on the "Special Payment" screen you must "Exclude" every field with the exception of the interest and total due field. Enter in the amount of the overage in the total due field, then click "Calculate Allocations".
9. Click "Remittance"
10. Select an "Alternate Payer". Even though the check is from County Treasurer, you must input the entity in which the funds were provided. You must also type the original date of the Sheriff's Sale, excess funds from resale (for the type of transaction) and the cause number assigned to that account.
11. Select the "Payment Type"
12. Enter "Check No."
13. Enter "Payment Amount"
14. Enter "Applying Amount"
15. Click "Apply"

APPROVED:


Cheryl E. Johnson

5/14/08
Date