

Questions & Answers

Below are the responses to questions received which were relevant to the present procurement:

1. Please reconfirm the due date for this procurement by providing it in response to answers to questions.
Responses to this RFQ are due by 4:00 on September 15, 2020.
2. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
HESAA does not comment on current vendors.
3. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
The majority of the files being placed with firms are located in New Jersey, therefore all firms must employ counsel licensed to practice in New Jersey. Pursuant to section 2.6 of the RFQ, firms are permitted to engage associate counsel for cases outside of New Jersey.

Pursuant to section 10.0 of the RFQ, the geographic location of the firm will be taken into account when placing files with the selected firms.
4. 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?
At this time, HESAA does not intend to move any accounts held by any incumbents nor is there any current backlog of accounts.
5. What is your case management/accounting software system of record?
Once an account is placed with a firm, that firm's system becomes the system of record. HESAA's current servicing platform is a system that was developed in-house and we are currently in the process of migrating to a new servicing platform, which is an on premise Oracle based system.
6. Who is your electronic payment/credit card processing vendor?
HESAA uses the State's vendor, NICUSA.
7. What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs?
Bidders can include any additional information they would like HESAA to consider in their proposals. Once a firm is engaged by HESAA, as stated in HESAA's "Outside Counsel Guidelines" which are incorporated into the retainer agreement, firms can communicate with the Designated Employee.
8. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?
HESAA's current processes regarding "Discharge Due to Death" can be found in the "NJCLASS Product Policy and Procedures Manual For Law Firms" that is included as part of this RFQ.

9. How do your current processes and/or vendor relationship(s) handle the death of responsible party?

Please see the response to question number 8 above.

10. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?

Please see the response to question number 8 above.

11. Do you currently search and file probated estate claims? Have you considered an automated tool?

Please see the response to question number 8 above.

12. Is the RFQ Section 5.4 Financial Statements waived for current Special Counsel for HESAA?

Section 5.4 is not waived for any bidders. As stated in section 5.4, if firms do not provide financial statements or comments then they shall provide an explanation as to why such statements or comments are not provided.