



FINANCIAL AGENT SOLICITATION – CENTRALIZED RECEIVABLES SERVICE

Frequently Asked Questions

Updated: November 18, 2016

The following questions and related answers pertain to the solicitation document dated October 17, 2016

1. **Page 6, Service Categories: Project Management. Can Fiscal Service elaborate specifically on what OMB program management standards and submissions will be required and on what frequency? Will a Service Level Agreement be defined in the financial agent agreement in order to meet this requirement?**

If CRS is required to submit an Exhibit 300, the designated FA will be required to support Fiscal Service by providing data on cost, progress on established projects, and performance metrics. OMB 300 submission is required monthly. A service level agreement on the timeliness of providing the data to Fiscal Service will likely be established as part of the financial agency agreement.

2. **Page 6, Service Categories: Project Management. Can the Fiscal Service provide other examples of financial agent agreements where OMB program management standards and submissions are required?**

Fiscal Service cannot provide examples of financial agency agreements (FAAs) to entities not covered by those specific agreements. Copies of other FAAs would have to be requested of the Fiscal Service directly by individual parties under the Freedom of Information Act (FOIA Request). Parties interested in sending the Fiscal Service a FOIA Request should understand that the timeframe for reviewing and complying with the FOIA Request will most likely extend beyond the November 23, 2016 response deadline. Additionally, a copy of the FAA will be provided to Finalists during Phase 2.

3. **Page 6, Service Categories: Project Management. Can the Fiscal Service explain the value that OMB program management standards and submissions provide to the government?**

Reporting on federal agency IT spending allows the agency and the Office of Management and Budget to review and evaluate each agency's IT spending and compare IT spending across the federal government.

4. **Page 6, Service Categories: Project Management. Can Fiscal Service provide an estimate of effort to meet the requirement for OMB program management and submissions?**

For the regular monthly submissions, the level of effort will depend upon how quickly the Financial Agent can provide the necessary cost, project and performance data. A larger level of effort will be required when the program develops its annual submission detailing costs, timelines, and performance measures.

5. **Page 6, Service Categories: Project Management: OMB Exhibit 300 provides specific guidance to program agencies regarding technology capital expenditure planning. How are those guidelines**

applicable to the CRS provider, and what will the Fiscal Service expect from the provider to prove the provider is in compliance with these program management standards and submissions?

The CRS FA will be responsible for supporting the reporting by providing cost, timeline, and performance metric data as well as working with Fiscal Service during the planning stages of developing the annual OMB 300 submission. Compliance with OMB Exhibit 300 standards is the responsibility of Fiscal Service--the designated FA will play a support role in the submission of the Exhibit 300.

6. May we change the reference in the NDA from "Bank" to Offeror?

Changing "Bank" to "Offeror" in the NDA is not acceptable to Fiscal Service. Please let us know the name of the financial institution with which you are working so we can modify the NDA in a way that is acceptable to us.

7. Is execution of the NDA still required in order to participate in the information session?

Yes, execution of a non-disclosure agreement is required to participate in the information session. Attendance at the information session will be limited to financial institutions that are eligible to be designated as financial agents of the United States and the third party contractors, agents, consultants, or advisors of such financial institutions.

8. I would like to inquire as to the Phase 1 Information Session for the Financial Agent Solicitation for a Centralized Receivables Service. Can you advise as to the location and time of that session?

The Phase 1 information session is going to be held on the phone and web. It is scheduled for November 9th from 10 am to 3 pm CST. You can find more information on our website, which includes the invitation to the information session. https://fiscal.treasury.gov/fsservices/gov/debtColl/dms/crs/debt_crs.htm

The Phase 1 information session will be handled via phone/web conference. It will take place on November 9th from 11-4 ET, and each institution can have up to three employees participate.

Fiscal Service is requesting that all financial institutions RVSP for employees who will participate in the information session. When emailing the RSVP, please provide the full name and email address of each employee who will participate in the information session. All RVSPs are due by Friday, November 4, 2016 at 5:00 pm CST.

9. Please clarify the timing and arrangements for the November 9th information session:

a. Where will it be held?

It will be held via conference call and web conference

b. Can participants take part in person as well as via web ex or conference call?

No, participants can only join the conference call and the web conference

c. What is the expecting timing (start/end)?

The session is scheduled from 11am -4pm ET. RSVPs are due November 4 at 6 pm ET

d. Are we limited to 3 total participants, no matter the means?

Correct--each institution is allowed up to three participants.

The following questions and related answers pertain to Questions asked by the Financial Institutions during CRS Phase 1 Information Session on November 9, 2016

- 1) **Slide 8: Bulletpoint, “And additional exhibits (SLAs, project requirements, security requirements, interfaces, price schedule, etc.)”, when will the Financial Institutions (FIs) receive those exhibits?**

FIs selected as Finalists will receive a draft of the Financial Agency Agreement (FAA) that will include the additional exhibits, including the security requirements, in Phase 2.

- 2) **Slide 16: Bulletpoint “Expects to grow and broaden its customer base and receivables portfolio”, what is the anticipated projected volume?**

The vision of CRS is to continue to expand and centralize the management of federal government receivables. Fiscal Service cannot guarantee the growth of the CRS program or the number of receivables that the FI will service.

- 3) **Does CRS have a contract set up with federal agencies? Are agencies able to leave the program at any time?**

Yes, CRS does have a signed agreement with each federal agency to which CRS provides services. Each agreement includes a clause that allows the federal agency to terminate the agreement by providing notice. However, past experience suggests that once agencies have committed to CRS, they tend to stay with CRS.

- 4) **Slide 18: Workflow Diagram, for the boxes highlighted in orange related to collections, is the collection process outside of the scope of the Financial Agency Agreement (FAA)?**

Most of the funds collection process is outside the scope of the FAA. The collection channels and CIR are managed by other Fiscal Service programs. CRS will interface with the systems operated by these programs to either input information (for example, by entering payments on the Pay.gov website) or extract collection information from CIR. The financial agent will take payments directly from the payor and use interfaces to provide the appropriate information to the other Fiscal Service systems. Payments can be taken by a live agent although the FI can propose other means, such as a phone or web self-service.

- 5) **Slide 18: Workflow Diagram, for the box labeled ‘CRS’, can CRS share statistics on when the different tools are used?**

Once a receivable is entered into the CRS system, the financial agent should mail an invoice to the payor on day 1. A payor may call in at any time to ask questions, make a payment, request proof of debt or payment agreement, dispute the receivable, or notify the financial agent of death, bankruptcy, or that an entity is out of business. Information on the payor, such as addresses and phone numbers, are updated by the financial agent using skiptracing tools when mail is returned or no phone contact is made with the payor (no successful results with numbers available on receivable). If a receivable is not paid in full or an approved payment agreement is not entered into by the due date (generally day 30, but dependent on the federal agency’s specified settings), a past due letter is mailed to the payor by the financial agent. The financial agent will then make outbound calls to the payor to request payment in full. If the receivable is not satisfied by payment within the federal agency’s specified time frame, the receivable will be transferred to DMS Cross-Servicing collections for continued collections efforts.

6) **Slide 21, Bulletpoint “Ability to set up and implement the proposed technology platform,” does the platform need to integrate with federal agencies?**

No, the CRS platform does not need to integrate with federal agencies. Federal agencies and Fiscal Service users need to have the ability to directly interact with the system, such as viewing, adding, and changing case information and pulling reports. The CRS platform needs to interface with DMS Cross Servicing, CIR, Pay.gov, and DIR.

7) **Though these are non-tax receivables, do these receivables still fall under Publication 1075, in regards to collecting tax information?**

CRS does not collect or store tax return information subject to Publication 1075; however, CRS does collect and store information that is protected under the Privacy Act (e.g., Social Security Numbers).

8) **Slide 34, Bulletpoint, “create customizable letter templates,” what is included in the dispute letter and who adjudicates the dispute?**

The federal agency responsible for the disputed receivable makes the decision on the dispute and forwards the response to the financial agent. The agency decision is included in the written response, which the financial agent drafts and mails to the payor.

9) **How are disputes communicated to the federal agency?**

When a payor formally disputes a receivable, the financial agent is required to notify the federal agency of the dispute in a method approved by the Fiscal Service. Fiscal Service will not prescribe what method needs to be used, but will need to approve the method to ensure it meets legal and policy requirements.

10) **Slide 34, Bulletpoint, “create customizable letter templates,” what is the number of letter templates currently used?**

CRS currently stores 14 letter templates with customizable fields in its system.

11) **Is it the financial agent’s responsibility to lead the process of onboarding (implementing) agencies to CRS?**

Yes, the financial agent will manage the process of implementing agencies who have committed to participate in CRS.

12) **What is the financial agent’s responsibility for training?**

The financial agent will play a support role to Fiscal Service. Fiscal Service will be responsible for training agency users.

13) **Is the Bank Management Service (BMS) only used for the monthly billing?**

Yes, BMS is used by the financial agent to enter in the necessary compensation. The CRS system does not directly interface with BMS.

14) **Is there a cut-off date for submitting Questions and Answers? When will Questions and Answers be published on the website?**

Questions may be submitted at any time. Fiscal Service will make reasonable efforts to publish answers within a few days of receiving the questions. Fiscal Service will publish answers to all questions received by close of business on Friday, November 18 before the Wednesday, November 23 Initial Proposal deadline and will make reasonable efforts to publish answers to any questions received thereafter.