

# Bid #15-3356 RFP for Debt Collection Services – Attachment 3

To how many vendors does the City anticipate awarding under this contract/RFP? **One**

Is there a backlog of accounts that would be placed; thus, causing the first, initial placement to be higher than what would normally be referred on an ongoing basis? If yes, please provide the following: **No**

- a. Number of backlog accounts.
- b. Dollar value of backlog accounts.
- c. Approximate age of backlog accounts.

With what frequency will each department refer ongoing accounts (i.e. weekly, monthly, etc.)? **Monthly**

Page 2, Section 2 “Scope of Work”, Item #3: Will the accounts referred already contain judgements? If yes, what percentage of accounts will have judgements prior to referral? **No**

Page 2, Section 2 “Scope of Work”, Item #3: Does the City desire for the collection agency to obtain/pursue judgements on referred accounts? **No**

Page 2, Section 2 “Scope of Work”, Item #4: Please define “Data Collection Report” and what is included in said report. We were unable to locate a detailed description in the RFP. **List of accounts and amounts collected**

Page 2, Section 2 “Scope of Work”, Item #5: With what frequency will the City send transactions, additions and/or updates to the Contractor? **Weekly**

Page 2, Section 2 “Scope of Work”, Item #6: Please explain what is meant by “feedback” in this section. Is the City simply looking for the Contractor to supply the City with any found (skip-traced) data? **Yes**

Page 3, Section 2 “Scope of Work”, Item #11: What is the average balance of the accounts anticipated for referral? **Less than \$500**

Page 3, Section 2 “Scope of Work”, Item #11: The RFP requires a minimum of 3 letters/notices be sent to the debtors; however, balances as low as one dollar, even if recovered, would not cover the cost of a single letter. Is the City amenable to adjusting the parameters (i.e. # of letters) based on the balance of accounts referred (i.e. higher balances receive more notices, etc.)? **Yes**

Page 3, Section 2 “Scope of Work”, Item #18: Is the collection fee in this section separate and different than the collection fee charged by the contractor (as listed in Item #22)? If yes, will this fee be added to the balance prior to referral or will the Contractor be required to add this fee onto the referred balance?

**Yes. The contractor will add to the balance.**

Page 4, Section 2 “Scope of Work”, Item #25: This section states that all remits will be Gross remits. Does this include the Contractors fee added to the balance, as required in Items #18 and #22? **Yes.**