

Bid #15-3356 RFP for Debt Collection Services – Attachment 6

Questions and Answers for the Debt Collection RFP No. 15-3356

1. What is the current 6 month and/or 12 month liquidation rate? **I don't know how to answer this. Currently, when an account becomes uncollected after 9 months, we write it off. Collecting the bad debts often depends on the customer returning to get new service.**
2. Are accounts with payment arrangements on them recalled the same as others? **We do make payment arrangements on bad debts (accounts written off).**
3. Is credit reporting expected/allowed? **It will be expected.**
4. Will companies who are minority owned receive preference? **Please refer to Section 5 – Evaluation and Award Criteria.**
5. Are there existing work standards? If so, please provide. **Don't know how to answer this question.**