



January 9, 2024

**RFQ #2324-04 On-Call Debt Collection Services
Addendum No. 2
Questions & Answers**

1. Please reconfirm the due date for this procurement by providing it in response to answers to questions.
Tuesday, January 23, 2024 4:00 P.M. PST
2. Why has this bid been released at this time?
The City is soliciting for On-Call Debt Collection Services as there is a need for these services. There is no single or differentiating reason as to the timing of the bid solicitation.
3. When is the anticipated contract start date?
TBD. Contract start date is dependent on award date and is at the discretion the City's Project Manager on this engagement.
4. When is the anticipated award date?
TBD
5. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?
There is no additional consideration or special weight provided to subcontracting with any special groups or categories. Please refer to RFQ for all subcontracting requirements.
6. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
There is no Pricing Page in solicited RFQ. As indicated in the RFQ, please submit your most competitive fee structure and fee rates.

7. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
N/A
8. Has the current contract gone full term?
N/A
9. Have all options to extend the current contract been exercised?
N/A
10. Who is the incumbent, and how long has the incumbent been providing the requested services?
N/A
11. How are fees currently being billed by any incumbent(s), by category, and at what rates?
N/A
12. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
N/A
13. To how many vendors are you seeking to award a contract?
Three maximum
14. To what extent are these accounts owed by private consumers versus commercial businesses?
For Misc. Billings-87% commercial businesses, 13% private consumers
For Utility Services - 92% residential, 8% commercial-industrial-multi-family
15. Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also?
Initially primary placements. If available, proposers can provide proposed fees for secondary placements.
16. What collection attempts are performed or will be performed internally prior to placement?
For Utility Billings: Final bill, quarterly review of unpaid final bills, write-off after 2 years
For Misc. Billings: Past Due Notice, department collection efforts, Final Notice
17. Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?
Please provide information and cost if your firm provides these additional services.

18. What is the total dollar value of accounts available for placement now by category, including any backlog?
For Misc. Billings approx. \$700,000
For Utility Services Billings approx. \$300,000
19. What is the average balance of accounts by category?
For Misc. Billings approx. \$1,100
For Utility Services Billings approx. \$300
20. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?
For Misc. Billings approx.-As of January 2024, 50% of the accounts are 1-2 years delinquent and 50% are 90 days to 1 year delinquent. Going forward, we plan to send accounts for collection at 90 days delinquent.

For Utility Services Billings, the average age of accounts at placement are approximately 2.5 years.
21. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?
Unknown.
22. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?
Unknown
23. 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?
N/A
24. What billing servicer do you utilize?
N/A
25. Have all cases been fully adjudicated by the time of placement?
No
26. 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?
N/A
27. What is your case management/accounting software system of record?
Tyler Munis
28. Who is your electronic payment/credit card processing vendor?
Elavon, Tyler Pay

29. 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?

Proposer can include "brief" description of additional and related services its firm can provide in Proposal. However, these services are not a determinate factor in the contract award and selection of the On-Call List. If awarded, any additional services are the discretion of the City Project Manager and must be made in writing/approved by the City.

30. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

A death certificate is requested.

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

N/A

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

A death certificate is requested. Evaluating potential changes.

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

No

34. Can you please indicate what inbound and outbound contact methods, beyond phone calls or letters (such as email and text), would be permitted by the scope of work?

Please provide detail of collection contact methods utilized.

35. Can you please clarify if the following statement means that a USB drive must be submitted in addition to the Public Purchase submittal? "Firm is required to submit a copy of the completed form(s) as part of the electronic proposal on the one (1) USB Drive requested."

Please refer to Section III, 'Submission of Proposals' section of RFQ on submission requirements. By uploading your Proposal and all required documentation directly onto Public Purchase, this qualifies as an Electronic Submission and there is no need to submit a USB file. The City will only accept proposals as submitted through Public Purchase as indicated in the RFQ.

36. Who currently provides this service as the incumbent vendor?

N/A

37. What is the fee rate charged by the current vendor?
N/A
38. Please provide information on the historical liquidation percentages associated with collection accounts.
Unknown
39. What is the average age of accounts when they are referred to collections?
N/A
40. Please share the estimated average balance of accounts designated for collections.
N/A
41. What is the projected number of monthly/quarterly/annual account placements?
Unknown
42. Does the City pass collection fees on to consumers, and if so, what is the statutory authorization for this practice?
N/A
43. Is credit reporting mandatory in this process?
Please provide collection methodology and indicate which efforts are optional along with pros and cons.
44. With what frequency will the city provide update/payment files to the contractor, specifically for payments and adjustments made directly with the city?
Not yet determined.
45. In what manner/method will the city provide updates/payments/referrals?
Not yet determined.
46. Will the city continue any collection efforts on accounts after referral to the agencies? If yes, please describe those efforts.
Potentially. These are yet to be determined at this time.
47. Page 8, Insurance Requirements: Are bidders required to submit proof of insurance with their proposals or is this only required upon contract award?
Proof of insurance and/or insurance documentation are not required with Proposal to this RFQ. However, if selected, this will be required upon contract award and subject to the City's required insurance terms and conditions.
48. Pages 17-29, Section VI: Please confirm that the sample agreement is for informational purposes only and bidders are not required to complete/submit with their proposals.

Sample Agreement is for informational purposes and is the City's current Agreement template with its most current terms and conditions. A completed agreement is not required for the Proposal, but will be required if selected to On-Call List and potentially awarded an agreement.

49. Page 30, Section VII "Status of Past & Present Contract Form". This form requires bidders to list contracts in the past five years where we are the Primary AND where the contract has ended or will end in termination, settlement or litigation. If we have no contracts that have or will end in termination, settlement or litigation, are we still required to submit this form? If yes, should we simply write "n/a" on the form? Please clarify how you would like us to satisfactorily complete the form when we have no contracts that meet the listed criteria
You can include a statement in your Proposal that states that you have no contracts terminated in past 5 years or no contracts in bad standing. You can also submit the Status of Past & Present Contract Form and indicate 'None' as well. Both are acceptable, as long as it is clearly stated.
50. Is pricing equally weighted in the evaluation?
All Rating Criteria as specified in RFQ may be weighted at different percentages accordingly and is at the discretion of the City's Project Manager. As this is an RFQ, normally pricing is just one factor and not necessarily the most important/highest weighted factor. Please submit your most competitive pricing and proposal.
51. What is the average balance size per stream?
What is the monthly volume per stream?
What is the liquidation per stream?
Unknown
52. To how many agencies do you anticipate awarding a contract?
Three maximum
53. Which collection agency is the City currently contracted with to perform collections?
N/A
54. Will the backlog be allowed to be bid at a different rate since these are essentially second placements?
Yes
55. What is the age of the oldest accounts you will refer for collections?
For Misc. Billing- Two years
For Utility Billing- 2.5 years.
56. What is your target date for contract award? Steve/Vanesa
TBD. See answer to Question 3.

57. For each year of the current contract, what dollar amount did you current contractor retain in fees?

N/A

58. Are digital signatures allowed on required bid forms?

As the City is accepting RFQ/RFQ proposals electronically per the RFQ instructions, the City will accept any form of digital signature (i.e. Adobe Sign) or scanned version of wet signature converted to PDF (preferred).

59. What is the latest date by which you will issue an addendum to this RFP?

There is no anticipated or pre-determined date to issue an addendum. Addendum get issued 'as-needed' to ensure proper and adequate review of any RFP or RFQ.

60. Which results, metrics and/or processes are you seeking to improve under this contract?

Please provide reporting metrics available along with sample reports.