City of Fort Walton Beach, FL

NOTICE TO BIDDERS: February 24, 2020

Re: RFP #20-005 – Collection Agency Services

ADDENDUM NUMBER 1

This Addendum is issued to make the following clarifications:

Questions:

1. **Why has this bid been released at this time?** Current bid expires June 2020.
   - **Has the current contract gone full term?** Yes
   - **Have all options to extend the current contract been exercised?** Yes

2. **Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.** Not applicable – bid is expiring.

3. **Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting?** See Section 9.0 – Fee Schedule. This is an RFP – respondents may respond as they choose. Also see Section 14.2.

4. **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?** Yes. See Section 9.0

5. **What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?** Not applicable. See Section 8.5.1

6. **How many vendors are you seeking to award a contract?** Typically one vendor.

7. **To what extent are these accounts owed by private consumers versus commercial businesses?** Approximately 1,200 commercial accounts and 8,700 residential accounts.

8. **Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements?** Primary.
   - **If so, should bidders provide proposed fees for secondary placements also?** No.

9. **What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?** Varies. See Section 7.0 for account history.
10. **What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?** City does not have an expectation of any dollar value of accounts to be placed. See Section 7.0 for account history.

11. **What billing servicer do you utilize?** Arista

12. **Have all cases been fully adjudicated by the time of placement?** Customer normally has 60 days to pay past due amounts before the account is terminated. Once terminated, the City sends a Final Bill approximately 7-10 days later, followed by one delinquent notice 30 days after that.

Ninety days after termination, the past due amounts go to the Collections Service agency.

13. **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?** Yes.

14. **What is your case management/accounting software system of record?** Central Square (also formerly known as Superion, Sungard and H.T.E.)

15. **Who is your electronic payment/credit card processing vendor?** The City uses multiple vendors, but these will not interface with the collection agency services vendor.

16. **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?** The Request for Proposal format allows for alternate bids. See Section 14.2.

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

- **How do your current processes and/or vendor relationship(s) handle the death of responsible party?** Heirs or personal representatives usually put the account into their names and take responsibility.

- **Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?** No

- **Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?** No

Issued by: Giuliana Scott, Purchasing Agent

**ACKNOWLEDGEMENT:**

I hereby certify that I have received RFP 20-005 Addendum #1:

Signature                                  Date

**THIS ACKNOWLEDGEMENT MUST BE RETURNED WITH PROPOSAL PACKAGE.**