



Date: December 8, 2021
To: All Vendors
Subject: Addendum #1

REFERENCE: P007-22 Delinquent Account Collection Services

This Addendum forms part of the contract and clarifies, corrects or modifies original proposal document.

Question 1: 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?

Answer 1: Bidders should submit information as per the RFP, however, should there be additional fees or bidder may not comply with the RFP due to the uniqueness of their structure, an alternate fee structure may be submitted. Two categories are suggested: fees for collections on payments received directly by BPUB and directly received by the Firm.

Question 2: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer 2: Services provided by the current vendor are satisfactory.

Question 3: To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Answer 3: The location of the bidder's proposed location or headquarters will not affect the award.

Question 4: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer 4: Percentage fees may differentiate between fees for collections on payments received directly by BPUB and directly received by the Firm.

Question 5: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer 5: The fees paid last quarter is an estimate of \$29,000.

Question 6: To how many vendors are you seeking to award a contract?

Answer 6: BPUB is only seeking to award the contract to one firm.

Question 7: To what extent are these accounts owed by private consumers versus commercial businesses?

Answer 7: The majority of the accounts are private customers.

Question 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? If so, should bidders provide proposed fees for secondary placements also?

Answer 8: BPUB will also refer secondary placements. Should the firm have a different fee for secondary placements, firm should provide that fee schedule.

Question 9: What collection attempts are performed or will be performed internally prior to placement?

Answer 9: BPUB's current practice is to send the bill and final notice once final bill is past due.

Question 10: Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

Answer 10: No, firm is not allowed to litigate any balances owed.

Question 11: What billing servicer do you utilize?

Answer 11: BPUB produces its bills inhouse.

Question 12: Have all cases been fully adjudicated by the time of placement?

Answer 12: BPUB's accounts/debts generate as explained in the scope of work background and in accordance with City of Brownsville ordinance.

Question 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?

Answer 13: Yes, they will be moved to the new firm as a one-time placement.

Question 14: What is your case management/accounting software system of record?

Answer 14: BPUB utilizes Cayenta software.

Question 15: Who is your electronic payment/credit card processing vendor?

Answer 15: BPUB's current agency is Invoice Cloud.

Question 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?

Answer 16: BPUB is currently not seeking additional services outside the scope of this RFP.

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

Answer 17: This verification is not systematically conducted.

Question 18: How do your current processes and/or vendor relationship(s) handle the death of a responsible party?

Answer 18: The account is recalled from the firm and notated as uncollectable.

Question 19: Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?

Answer 19: Currently, BPUB does not have a process or policy on deceased accounts.

Question 20: Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

Answer 20: BPUB does not and has not considered this option.

Question 21: Page 15 “CONTRACT AND PURCHASE” Section of the RFP states “The services shall be performed in Brownsville, Texas.” Please confirm that either 1) It is mandatory for the bidder to be physically located in Brownsville, or 2) that staff of the bidder will be required to work, onsite, at the Brownsville PUB performing the services of this contract.

Answer 21: See answer to question 3 above.

Question 22: Do you know what the call flow/volume is monthly?

Answer 22: No, the call flow/volume is not available.

Question 23: Do you know the number of accounts currently in a delinquent status and how many to expect monthly?

Answer 23: There are approximately 500 accounts that reach delinquent status (+90 days) every month.

Question 24: Who were the previous winners and/or current collection agencies being used?

Answer 24: The current collection agency is Credit Systems International, Inc.

Question 25: Do you know how many teams/agents are being utilized on this contract with the previous/current agencies?

Answer 25: No, BPUB is unaware of this information.

The signature of the company agent, for the acknowledgement of this addendum, shall be required. Complete and return via email to dzuniga@brownsville-pub.com

I hereby acknowledge receipt of this addendum.

Company: _____

Agent Name: _____

Agent Signature: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

If you have any further questions about the proposal, please call (956) 983-6365.

BY: *Delia Zuniga*
Purchasing Buyer