



Date: March 5, 2025  
To: All Vendors  
Subject: Addendum #1

**REFERENCE: P036-25 DELINQUENT ACCOUNT COLLECTION SERVICES**

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

**Question 1:** To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

**Answer 1:** Brownsville Public Utilities Board (BPUB) will evaluate vendors based on their proposal package.

**Question 2:** How are fees currently being billed by any incumbent(s), by category, and at what rates?

**Answer 2:** Fees are billed on a monthly basis via an invoice. BPUB is currently looking for a competitive proposal which includes rates.

**Question 3:** What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

**Answer 3:** At this time, BPUB does not have this information readily available.

**Question 4:** To what extent are these accounts owed by private consumers versus commercial businesses?

**Answer 4:** The majority of BPUB's accounts are residential accounts.

**Question 5:** What collection attempts are performed or will be performed internally prior to placement?

**Answer 5:** A final bill is sent to the customer as a collection attempt.

**Question 6:** Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

**Answer 6:** No, the balance owed should be the balance collected.

**Question 7:** What is the total dollar value of accounts available for placement now by category, including any backlog?

**Answer 7:** The total dollar value of accounts is 0 since accounts are placed to current vendor on a monthly basis.

**Question 8:** What is the total number of accounts available for placement now by category, including any backlog?

**Answer 8:** The total number of accounts is 0 since accounts are placed to current vendor on a monthly basis.

**Question 9:** What is the average balance of accounts by category?

**Answer 9:** The average balance of accounts is \$415.00.

**Question 10:** What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

**Answer 10:** The average age of accounts is 45 up to 60 days.

**Question 11:** What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

**Answer 11:** The monthly average of accounts is 200.

**Question 12:** What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

**Answer 12:** The expected average is \$78,000.00 monthly.

**Question 13:** 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?

**Answer 13:** The historical rate is 50% or greater rate of return.

**Question 14:** 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?

**Answer 14:** The Collection Agency would determine proper contact methods to remain in line with regulations.

**Question 15:** What is the date by which you will answer these questions?

**Answer 15:** Last day for submitting questions was March 3, 2025. This addendum will be the only questions accepted and answered.

**Question 16:** When is the anticipated contract start date?

**Answer 16:** BPUB's anticipated contract start date is May 1, 2025.

**Question 17:** When is the anticipated award date?

**Answer 17:** The anticipated award date is April 2025.

**Question 18:** 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 18:** The pricing page included in the Request for Proposal (RFP) is preferred.

**Question 19:** Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

**Answer 19:** BPUB is very satisfied with the current vendor for the same purchasing activity.

**Question 20:** What is the total number of accounts, total dollar value, and age of any backlog that will be initially placed separated by category?

**Answer 20:** Information is unavailable at this time.

**Question 21:** What is the rate being billed by the incumbent vendor?

**Answer 21:** The current rate shall not be shared at this time by BPUB. BPUB is currently looking for competitive proposals. Please submit your proposed rates with your response.

**Question 22:** How much did the incumbent vendor earn in collection fees last calendar year?

**Answer 22:** At this time, BPUB does not have this information readily available.

**Question 23:** When was the incumbent's contract last awarded?

**Answer 23:** The incumbent's last awarded contract was May 2022.

**Question 24:** If different than the award date of the contract referenced above, how long has the pricing been at its current rate and was any adjustment to the pricing an increase or decrease?

**Answer 24:** The pricing was decreased with last contract terms.

**Question 25:** What has the historical collection rate been?

**Answer 25:** See answer to question 13.

**Question 26:** What previous collection attempts were made for these accounts?

**Answer 26:** See answer to question 5.

**Question 27:** If we are fortunate enough to be selected as a finalist, could we present in person to the board or the evaluators?

**Question 28:** Yes, the finalist may have the opportunity to present in person the board and/or evaluators.

**Question 29:** What is the expected length of the contract?

**Answer 29:** BPUB's expected length of contract is 3 years with an option to renew for an additional 2 years.

**Question 30:** By our calculation, the average account balance is about \$470. Is this correct? Is this a typical representation of the typical account?

**Answer 30:** See answer to question 9.

**Question 31:** Is it plausible that a single customer will have multiple accounts to follow up on?

**Answer 31:** Yes, it is possible that a single customer will have multiple accounts.

**Question 32:** Will the account balance fluctuate as time passes and more bills are delinquent?

**Answer 32:** No, the account balance should not fluctuate as time passes.

The signature of the company agent, for the acknowledgement of this addendum, shall be required. **Complete information below and return via e-mail to: [nespinoza@brownsville-pub.com](mailto:nespinoza@brownsville-pub.com).**

I hereby acknowledge receipt of this addendum.

**Company:** \_\_\_\_\_

**Agent Name:** \_\_\_\_\_

**Agent Signature:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **E-mail address:** \_\_\_\_\_

If you have any further questions about the Proposal, call 956-983-6353.

By: Nicole Espinoza, Purchasing