

## **RFP 2023-12 – Amendment 1**

### **Response to Questions related to Collection Agency Services**

1. We are reviewing RFP-2023-12 and have a question as to number of accounts to be services size and average balances of accounts.

**The number and amount will fluctuate.**

2. What are the current rate paid to the incumbent agency?

**We do not have a current agency.**

3. What is the current quantity of accounts with each agency?

**We do not have a current agency.**

4. How frequently are new accounts placed with each agency?

**We do not have a current agency.**

5. What documentation is required when reporting bankruptcies and deaths?

**Death certificate, proof of bankruptcy filing**

6. What are the historical recovery rates?

**N/A**

7. What is the average balance of the accounts?

**It varies between few hundred to few thousand**

8. What is the expected volume of accounts?

**It will vary.**

9. Please reconfirm the due date for this procurement by providing it in response to answers to questions.

**Please refer to the RFP**

10. Why has this bid been released at this time? When was this procurement last out for bid?

**It is not a bid, rather a request for proposal. The agency is trying to find additional ways to collect past due rent amounts.**

11. When is the anticipated contract start date?

**To be determined**

12. When is the anticipated award date?

**To be determined**

13. 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?

**Please refer to the RFP**

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

**N/A**

15. Has the current contract gone full term?

**N/A**

16. Have all options to extend the current contract been exercised?

**N/A**

17. Who is the incumbent, and how long has the incumbent been providing the requested services?

**N/A**

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

**Need to be US based company.**

19. How are fees currently being billed by any incumbent(s), by category, and at what rates?

**N/A**

20. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

**N/A**

21. To how many vendors are you seeking to award a contract?

**Depends on the proposals received**

22. 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

23. What billing servicer do you utilize?

N/A

24. Have all cases been fully adjudicated by the time of placement?

N/A

25. 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

26. What is your case management/accounting software system of record?

**Yardi Voyager**

27. Who is your electronic payment/credit card processing vendor?

N/A

28. 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?

**Please refer to RFP's scope of services**

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

N/A

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

N/A

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

N/A

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

N/A

33. 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 refer to RFP's scope of services**