



Addendum #1
RFP 43-24, Debt Collection Services
June 6, 2024

NOTICE IS HEREBY GIVEN that the following addendum serves to provide clarification and to answer the questions received on RFP#43-24, Debt Collection Services.

Question 1: “Vendor shall be required to have debtors make payments directly to the City”. Can this be discussed? Is the vendor allowed to accept payments and remit payment to the City?

Answer to Question 1: The City prefers accepting payments directly; however, we’re willing to explore alternative options with the awarded vendor. Any exceptions to the requirements set forth in the solicitation shall be noted on the Exceptions/Additional Material/Addenda form, page 23 of the solicitation to be considered.

Question 2: “Vendor shall have a designated Florida-based account team, to include office location...additional on-site visits may be required during term of contract”. Is this negotiable?

Answer to Question 2: The City is open to considering companies outside of Florida, provided they are based in the United States. Any exceptions to the requirements set forth in the solicitation shall be noted on the Exceptions/Additional Material/Addenda form, page 23 of the solicitation to be considered.

Question 3: “Vendor shall provide at least one (1) day of live on-site training” Is the vendor allowed to provide online training as opposed to on-site training?

Answer to Question 3: The City would consider online training as an option. Any exceptions to the requirements set forth in the solicitation shall be noted on the Exceptions/Additional Material/Addenda form, page 23 of the solicitation to be considered.

Question 4: “Cost of Services-including the “guaranteed return on investment (ROI) or refund” for unsuccessful work”. Is this negotiable or able to be discussed?

Answer to Question 4: The City would be open to discuss with the awarded vendor. Any exceptions to the requirements set forth in the solicitation shall be noted on the Exceptions/Additional Material/Addenda form, page 23 of the solicitation to be considered.

Question 5: Could you provide the number of past-due accounts in your inventory?

Answer to Question 5: On average, the City writes off 725 accounts annually. We’re currently focusing on collecting from accounts over the past six (6) years.

Question 6: Could you provide the average balance size of your past-due accounts?

Answer to Question 6: The balance for past due accounts averages around \$220.00.

Question 7: Could you provide the average age of your past-due accounts?

Answer to Question 7: The City will undertake 3 collection attempts for overdue accounts. If unsuccessful after the 3rd attempt, typically within 90 days on average, we’ll classify the account as bad debt and write it off. Our focus includes collecting on new past-due



accounts, typically at 90 days, as well as pursuing collections on all past-due accounts spanning six (6) years.

Question 8: Could you provide the anticipated liquidation rate on this inventory?

Answer to Question 8: This is the City's 1st time using a 3rd party collection agency. Internally, we have historically managed to collect 3-5% of our overdue accounts annually.

End of Questions and Answers

All other dates and terms and conditions remain the same in this Request for Proposal.

End of Addenda