



ADDENDUM #2

RFP NUMBER: RFP 2013-PU-COLLECT

Collection Services RFP

DATE: February 19, 2013

TO: All Potential Proposers

City of Harrisonburg's RFP 2013-PU-COLLECT, is modified as follows:

Question: Why is the contract out to bid at this time?

Answer: No Contract in place

Question: When is the anticipated contract start date?

Answer: July 1, 2013

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

Answer: One

Question: Who are the incumbents, and how long have the incumbents been providing the requested services?

Answer: See Addendum #1 (posted at <http://www.harrisonburgva.gov/public-utilities-collection-rfp> on 2/19/13)

Question: Has the current contract gone full term?

Answer: No Contract

Question: Have all options to extend the current contract been exercised?

Answer: No Contract

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

Answer: These are delinquent utility billing customers

Question: 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: Primary

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

Answer: 30 days after final billing a collection letter is sent along with a reminder call to avoid going to collections

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

Answer: Yes, stated in RFP

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

Answer: See RFP attachment

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

Answer: See RFP attachment

Question: What current contingency fees or other fees are currently being billed by any incumbent(s), by category?

Answer: See Addendum #1

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

Answer: See RFP attachment

Question: 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: See Addendum #1

Question: 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: No

Question: To what extent will the location of the bidder's call center and/or corporate headquarters have a bearing on any award(s)?

Answer: The collection process is by telephone and mail solicitation and is not in-person, call center location will not have any bearing on award.

All other requirements, terms and conditions of the RFP remain unchanged.

Addendum page must be signed and returned with your proposal to acknowledge receipt of this addendum.

Authorized Signature

By: Pat Hilliard, CPPB
Purchasing Agent