

## Questions and Answers—RFP 15-014—Debt Collection Services

Please confirm the due date for this procurement is **9/15/2015**. Confirmed

Has the current contract gone full term? We have never had a collection agency

Have all options to extend the current contract been exercised? We have never had a collection agency

Who is the incumbent, and how long has the incumbent been providing the requested services? We have never had a collection agency

To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? The bidder will be evaluated on the merits of its proposal and how it aligns with the requirements set forth in the proposal

How are fees currently being billed by any incumbent(s), by category, and at what rates? We have never had a collection agency

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? We have never had a collection agency

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

Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen? The RFP set forth the details of the evaluation

Please describe your level of satisfaction with your current vendor(s), if applicable. We have never had a collection agency

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? We have never had a collection agency

What collection attempts are performed or will be performed internally prior to placement? At least three attempts at collection have been made via billing or phone

Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval? Only upon approval by in-house legal counsel

What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? We have never had a collection agency

What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? We have never had a collection agency

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What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? We have never had a collection agency

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? We have never had a collection agency

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? We have never had a collection agency