

## ADDENDUM ONE

(please sign and return with the submittal)

### CHANGES

- 1) Section 1, Instructions, Subsection 1.3, Timeline – Schedule of Events is amended. The Offer Due Date is extended to August 23, 2024 at 2:00 p.m.
- 2) Section 3, Scope of Work, Subsection 3.4, Items H and I shall be omitted from the contract.
- 3) Section 2, Instructions, Subsection 2.18, is replaced with the following:

#### **2.18. Evaluation and Selection**

After evaluating all submissions, the City may ask some or all the firms that submitted a response to participate in interviews. Upon completion of the evaluation process, the City may assign a detailed scope of work to the selected candidate and negotiate fees for services.

RFQu responses should be concise, well-organized per the requested information, clearly written, and limited to no more than 40 pages, including resumes. The review process places considerable emphasis on the responsiveness of the RFQu response to the requirements outlined above. RFQu responses that are not written specifically in response to this request cannot receive serious consideration.

All RFQu responses will be evaluated based on the criteria listed above in the Qualifications Section of this RFQu. Each response will receive a pass or fail rating based on its adherence to the specified criteria.

The City reserves the right to request supplemental information deemed necessary to make a selection. This information may be requested from any firm that has submitted a response.

- 4) Section 2, Instructions, Subsection 2.6, is replaced with the following:

#### **2.6. Exceptions**

If an Offeror has any exceptions to any terms, conditions or material requirements of this Solicitation including without limitation to the Scope of Work, the Offeror must include a list of all exceptions to the requirements of the Solicitation and attachments, if any, stated on a separate page labeled “Exceptions Statement.”

- Clearly reference the solicitation provision (ie title, paragraph number and page number)
- Redline the City's provision and provide alternate language
- Offeror must explain the reason for the requested change

If Offeror's Submittal does not include a separate Exceptions Statement identifying all specific exceptions, the exceptions will be deemed waived by the Offeror.

It is the intent of the City to award a contract on a fair, competitive basis. For this reason, the City may view any "Exception" in response to any material conditions or requirement of the solicitation, as an attempt by the Offeror to vary the terms of the solicitation which, in fact, may result in giving the Offeror an unfair advantage. For this reason, the City will, at its option, not allow exceptions to any material requirement if, in the opinion of the City, the exceptions alter the overall intent of the solicitation, unless the exception would be of material benefit to the City. Additionally, the City may, at its option, deem any submittal non-responsive based on exceptions by the Offeror.

**QUESTIONS AND ANSWERS:**

Note: Spelling, grammar, and punctuation of the questions are shown exactly as submitted by the potential respondents.

Questions		Answers
1	What is the date by which you will answer these questions?	After the inquiry deadline of August 2 <sup>nd</sup> .
2	If there was a previous solicitation for these services, what was its title, number, release date, and due date?	The previous solicitation for collection services was RFQu 18-291 and was due June 15, 2018.
3	Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?	Please reference Scope of Work, Section 3.2; "All work processed under this contract must be performed directly by the Contractor, no subcontractors or third party companies are authorized."
4	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?	Vendors must submit requested pricing in the Pricing Proposal excel attachment. If there are alternative proposed fees, e.g, secondary placements, please submit in a separate document with your proposal.  Please note that changes in the pricing structure may occur via an amendment with the awarded vendor(s).
5	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	Satisfied
6	If this is a term contract subject to renewal, what is the term and the maximum number of option periods?	Please reference Special Terms and Conditions, Section 6.1 Term of Contract.
7	Has the current contract gone full term?	No.
8	Have all options to extend the current contract been exercised?	No.
9	Who is the incumbent, and how long has the incumbent been providing the requested services?	The incumbent vendor is Ability Recovery Services LLC and has been providing services since 2019.
10	To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	The location of the bidders will not be evaluated in this solicitation.
11	How are fees currently being billed by any incumbent(s), by category, and at what rates?	Currently, the incumbent's fee to the City is 17% for debt aged less than 1 year and greater than 1 year.

12	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	Nothing. The agency collects the payments and keeps their percentage fee. On average each month, the City refers out 514 invoices totaling \$126k. Outside collections remits 102 payments totaling \$13k. \$2,210.00 estimated average monthly revenue for outside agency.
13	To what extent are these accounts owed by private consumers versus commercial businesses?	It varies. Phoenix Fire Department and Neighborhood Services Department shopping carts are commercial business. Police Alarms tend to be a mix. We don't have these figures.
14	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?	Yes, and yes. Vendors must submit requested pricing in the Pricing Proposal excel attachment. If there are alternative proposed fees, e.g. secondary placements, please submit in a separate document with your proposal.  Please note that changes in the pricing structure may occur via an amendment with the awarded vendor(s).
15	Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?	Legal services are not part of this solicitation.
16	What is the total dollar value of accounts available for placement now by category, including any backlog?	On average each month, the City refers out 514 invoices totaling \$126k. Current backlog, currently 23,037 invoices.  Please note that some City depts will assign invoices and some will assign accounts. It may vary across depts.
17	What is the average balance of accounts by category?	On average each month, the City refers out 514 invoices totaling \$126k.
18	What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?	Around 60+ to 120+ days past due.
19	What is the monthly or quarterly <u>number of accounts</u> expected to be placed with the vendor(s) by category?	On average each month, the City refers out 514 invoices totaling \$126k.
20	What is the monthly or quarterly <u>dollar value</u> of accounts expected to be placed with the vendor(s) by category?	On average each month, the City refers out 514 invoices totaling \$126k.
21	What has been the historical rate of return or liquidation rate provided by	21% average rate of recovery.

	any incumbent(s), and/or what is anticipated or expected as a result of this procurement?	
22	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?	Emails and texts to customers will not be allowed. Calls and letters are permitted.
23	Who are the incumbents providing services under the current or most recent collection contract?	The incumbent vendor is Ability Recovery Services LLC and has been providing services since 2019.
24	How long have the incumbent(s) been providing these services?	The incumbent vendor is Ability Recovery Services LLC and has been providing services since 2019.
25	What are the fees (contingency rates) charged by the incumbents?	Currently, the incumbent's fee to the City is 17% for debt aged less than 1 year and greater than 1 year.
26	What is the collection success rate (recovery rate/liquidation percentage) of the current incumbent?	21% average rate of recovery.
27	How much was the current incumbent(s) paid by the city in the last Fiscal Year?	\$2,210.00 estimated average monthly revenue for outside agency.
28	Which Departments are utilizing collection contractors under the current contract?	At this time, the Finance, Water, and Fire Departments utilize these services. Department use may vary depending on need.
29	Of those departments that are participating/referring accounts, how many vendors are each of them utilizing (i.e., one, two, etc.)?	One
30	How long have those departments been utilizing specific vendors?	4 years.
31	What is the Total volume of inventory (both # & \$ value) available for referral now, by department?	On average each month, the City refers out 514 invoices totaling \$126k.
32	What is the average balance of accounts referred or anticipated to be referred to collections, by department or debt type?	On average each month, the City refers out 514 invoices totaling \$126k.
33	What is the average age of accounts at the time of referral (i.e., 90-days, 150 days, etc.), by department?	Around 60+ to 120+ days past due.
34	What percentage of accounts are commercial vs. residential?	It varies. Phoenix Fire Department and Neighborhood Services Department shopping carts are commercial business. Police Alarms tend to be a mix. We don't have these figures.

35	With what frequency will the city refer accounts (i.e., daily, weekly, monthly, etc.), by department?	Monthly.
36	How or in what method/manner will the city provide update/payment files to the contractor?	Currently we're uploading through the vendors portal, electronic file.
37	With what frequency will the city provide these update/payment files to the contractor (i.e., daily, weekly, etc.); (i.e., daily, weekly, etc.); specifically, for payments received directly by the city?	Once/monthly
38	Will the inventory currently assigned to existing agencies be pulled and sent to any new agencies awarded? If yes, what is the estimated volume (# and \$ value) and the average age of the accounts to be re-referred to a new agency, by department?	Yes, Volume 23k invoices, 60 to 120+ average age.
39	What percentage of accounts will have a judgment in place at the time of referral, if any?	None.
40	What collection activities take place on the accounts, by the city/departments, prior to referral to the agencies?	Traditional collection methods, dunning notices.
41	Will the city continue any collection efforts on accounts after referral to the agencies? If yes, please describe those efforts?	Yes, monthly statements are continued to be sent.
42	How long will the agencies keep the accounts?	Until collected or resolved, or a new contract is awarded.
43	Are legal services a part of this RFP and Scope of Work? If yes, should we be submitting legal pricing as well?  If yes, how many accounts did the incumbent pursue via legal means in the last fiscal year?	No, legal services are not part of this solicitation.
44	Page 8, Section 2.12, Item F: What are the file size limitations (i.e., maximum file size for one email), so that we know how many emails we will need to send? a) There is a file limitation of 40 pages. If we are to submit separate files/emails (i.e., proposal response, Submittal Forms, & excel spreadsheet), which of these is limited to 40 pages? b) Are the Submittal Section Forms (7 pages long) included in the 40-page limit?	Please limit your Statement of Qualifications, including resumes, to 40 pages. Submittal documents and Pricing Proposal will not be counted towards the page limit. Offerors may label multiple emails 1 of X. The file size limit is 150mb per City of Phoenix Information Technology Services.

	<p>What about the Excel Cost/Pricing Proposal Form?</p> <p>c) How should the emails be labeled (Subject line, Email 1 of X, etc.) to ensure that all emails are combined to be counted as our single response?</p>	
45	<p>Page 10, Section 2.17, Item C: Is it acceptable to, instead of resumes, provide names/summaries of experience for our staff and only provide resumes for key personnel? With the 40-page limit, resumes for ALL staff would take up half of the proposal. Please clarify if summaries will suffice.</p>	<p>Yes, please only provide resumes for key personnel.</p>
46	<p>Page 16, Section 3.1: We understand that multiple vendors may be awarded. Is there an estimated number of vendors you anticipate awarding. If not, then please advise how many vendors won under the previous city collection contract.</p>	<p>No. Nine vendors were awarded contracts from a previous solicitation, many of which have since expired.</p>
47	<p>Page 17, Section 3.3: If multiple vendors are awarded but do not receive referrals, are those vendors allowed to market their collection services (under this contract) to those City Departments that are not utilizing collection services? Or, are we to simply wait until selected by a department?</p>	<p>Finance Procurement does not have a contract stipulation referencing marketing to other departments.</p>
48	<p>Page 27, Section 4: Please clarify the format and exact sections in which we should respond. It is unclear if we should format our responses in the order listed in this Evaluation Section 4, or if we should be responding to Sections 3.4-3.7, in that order. If we should respond to Sections 3.4-3.7, where should those responses be placed (i.e., in the Method of Approach section, as listed in the evaluation criteria)? Also, where should the responses to Section 2.15 be placed? Please clarify expectations on format and sections we should be responding to, as we are trying to be succinct and clear as possible to meet the 40-page requirement while still answering all sections required.</p>	<p>Please submit your Statement of Qualification in the order listed in Section 4.</p> <p>Sections 3.4 – 3.7 are regarding the Scope of Work and do not warrant responses.</p> <p>Please reference Submittals Section 9.2.</p>

49	Pages 29-57 "Terms & Condition" Sections 5 & 6: Are all the contract/terms & conditions sections for informational purposes only or are their parts of these that we must respond to?	Section 5 and 6 are the standard and special terms of the contract and do not warrant any responses.
50	Page 36, Section 5.8, Item H: Should bidders submit a W9 with their proposal or is this only required upon contract award?	A W9 is only required after contract award.
51	Page 59, Section 8 "Insurance": Are bidders required to submit proof of insurance with the proposal or is this only required upon contract award?	The Certificate of Insurance is only required after contract award.
52	Page 62, Section 9 "Submittals": Should these completed forms be sent in a separate file/email form our technical proposal response? Please confirm if these forms are part of the 40-page limitation.	Submittal documents and Pricing Proposal will not be counted towards the page limit.
53	Page 62, Section 9.2 (D): Are the signed addenda part of the 40-page limitation or can these simply be attachments to our technical proposal document/response, without it being counted against the 40-page limit?	Addendums issued by the City will need to be signed and submitted. Addendums do not count towards the page limit.
54	SUBMITTALS, Page 2: Are we allowed to provide more than 3 references?	Please only submit 3 references.
55	Please detail the following about the collection inventory: <ul style="list-style-type: none"> <li>○ Volumes (by the number of debts and the total amount)</li> <li>○ Average age of the debts</li> <li>○ Average balance size</li> <li>○ Past liquidation rate</li> <li>○ Expected liquidation rate</li> </ul>	Volume 23k+ invoices, 120+ average age, On average each month, the City refers out 514 invoices totaling \$126k, expected rate of recovery 30%
56	Are you able to provide the contingency rate of the winning vendor that is currently working this inventory?	Currently, the incumbent's fee to the City is 17% for debt aged less than 1 year and greater than 1 year.
57	Will you allow email and text communications along with calls and letters?	Emails and texts to customers will not be allowed. Calls and letters are permitted.
58	What percentage of accounts have emails?	This is unknown.



59	What is the anticipated contract award date?	The request for Council action will be approximately in October.
60	What is the latest date by which the City will issue any addendum related to this RFQ?	Please refer to section 2.7 and 2.8.
61	To remain within the required response page count, will the City allow proposers to exclude the Executive Summary, table of contents, title page, and divider pages from the page count?	Please limit your Statement of Qualifications, including resumes, to 40 pages. Submittal documents and Pricing Proposal will not be counted towards the page limit.
62	To remain within the required response page count, will the City allow proposers to exclude attachments, resumes, pricing and appendices from the page count?	Please limit your Statement of Qualifications, including resumes, to 40 pages. Submittal documents and Pricing Proposal will not be counted towards the page limit.
63	To remain within the required response page count, will the City allow proposers to exclude resumes from the page count as resumes could account for 10+ pages?	Please limit your Statement of Qualifications, including resumes, to 40 pages. Submittal documents and Pricing Proposal will not be counted towards the page limit.
64	What are the roles of the individuals who comprise the evaluation committee?	Please see addendum change #3.
65	Once added to the Qualified List, what is the selection process for each department to select a vendor?	While the list remains in effect, Departments may request services within the scope of the RFQu from at least three vendors.
66	Is the awarded contractor required to respond to all purchase orders regardless of type, size, or scope?	Yes.
67	What are the names of your incumbent collection vendors?	The incumbent vendor is Ability Recovery Services LLC and has been providing services since 2019.
68	How long have your current vendor(s) provided collection services on behalf of your organization?	4 years.
69	Will account volume assigned to your incumbent collection vendor(s) be recalled and reassigned to the winning bidder(s)?	Yes.
70	What is the available volume per department that could be involved in this initial procurement.	On average each month, the City refers out 514 invoices totaling \$126k, 23k+ invoices.  Please note that some City depts will assign invoices and some will assign accounts. It may vary across depts.
71	Will the winning bidder(s) receive account placements that were previously assigned with your incumbent collection agencies?	Yes.
72	What is the reconciliation process for this project?	This is internal and not available to share.

73	What is the average age of accounts that will be assigned for collection (by account type)?	Around 60+ to 120+ days past due.
74	What metrics, results, and/or processes are you seeking to improve or enhance under this contract?	Please reference section 3.3.
75	On average, how much does your current vendor collect monthly (expressed as dollars recovered and liquidation rate) per department? If you use more than one vendor, please provide the cumulative total for all vendors.	Monthly average, 21% rate of recovery. \$2,210.00 estimated average monthly revenue for outside agency.
76	What is the total number of delinquent accounts (expressed as number and dollar amount) that will be assigned for collections per department?	23k+ invoices.
77	How often will accounts be assigned with the vendor(s) (e.g., daily, weekly, monthly, quarterly)?	Monthly.
78	How are balances updated on the vendor's system? Do you provide a daily update of the entire inventory?	The City will not have access to the vendor's system. No, a daily update of inventory is not provided. Monthly, an electronic file will be provided to the vendor through a secure site, of payments received directly to the City, as well as the new list of referred invoices/accounts.
79	What is the current vendor's historical recovery rate (liquidity rates) on accounts over the last three years?	21%.
80	What is the dollar amounts and contingency fees paid to your incumbent vendor(s) over the last three years (please include by account type if applicable)?	\$2,210.00 estimated average monthly revenue for outside (need average for 3 years). Please see inquiry #11.
81	Please provide Vendors with a copy of the current contract for review or direct Vendors to where an electronic copy of the contract can be located.	To request public records, please visit <a href="https://www.phoenix.gov/pio/public-records">https://www.phoenix.gov/pio/public-records</a> .
82	On average, how many accounts per department (expressed as number and dollar amount) does the City anticipate placing with the successful vendor monthly?	On average each month, the City refers out 514 invoices totaling \$126k. Current backlog, currently 23,037 invoices.  Please note that some City depts will assign invoices and some will assign accounts. It may vary across depts.
83	With the advent of new effective contact tools such as text and email, will the City	Emails and texts to customers will not be allowed. Calls and letters are permitted.

	entertain a revised contact strategy that includes a combination of mail notices, email notices, and text messages instead of mail notices?	
84	Please confirm if services provided for this project are required to be worked on-site or if remote agents are permitted.	There are no on-site requirements for this scope of work.
85	Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will the City also be referring secondary placements? If so, should Vendors provide proposed fees for secondary placements also?	Vendors must submit requested pricing in the Pricing Proposal excel attachment. If there are alternative proposed fees, e.g, secondary placements, please submit in a separate document with your proposal.  Please note that changes in the pricing structure may occur via an amendment with the awarded vendor(s).
86	How long will account volume be retained (prior to recall) with the winning bidder(s)?	Retained through the life of the contract awarded.
87	What are your organization's recall parameters (e.g., accounts recalled 180 days post-account assignment with no payment received in the last 90 days)?	Deceased individuals, bankruptcies, assignment error.
88	Does the City have a designated process or policies around deceased accounts today, and what is envisioned in the future?	Yes, for deceased persons, accounts will be recalled and managed internally.
89	How do the City's current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?	Once the City is notified of a death of a responsible party, City will notify the vendor that the referred balance/account is recalled.
90	Will the winning collection Vendor(s) use its own collection platform, or will a preferred platform be provided?	The vendor's own collection platform.
91	Post all payments and adjustments in its collection system within 24 hours of receipt and be able to provide the City with the current status of all payments and adjustments. Is the 24-hour timing based on standard weekday business hours?	Business hours.
92	Per department, what debtor information will be provided (e.g., SSN, telephone, address, amount owed)?	Telephone, contact name, and address.
93	The City requires a Non-Sufficient Funds Report each month-end along with copies of the returned checks. If returned checks are unavailable, will the City accept bank returned payments?	Yes.

94	Please confirm the Contractor is responsible for NSF fees associated with a returned personal check.	Yes.
95	According to the RFQ, Payments made by personal check will be subject to a three (3) day holdover by the Contractor prior to remittance. Would the City accept a fourteen (14) hold?	Yes.
96	What are your target or anticipated fee rates for this contract?	17%.
97	Post contract award, will the City offer a debrief meeting to Vendors not selected to discuss scoring and results? If yes, please provide the process.	Debriefings may be provided after contract award.
98	With respect to Section 5.12. Contract Termination, would the City agree to any termination rights for the Contractor under the Agreement?	Please reference section 5.12, B.
99	<p>With respect to Section 6.37 Intellectual Property Rights, would the City agree to revisions that specifically carve out the Contractor’s existing intellectual property and a limited license for the use thereof by including the following language (or substantially similar): “For the avoidance of doubt, “Work Product” does not include any deliverables, software, technology assets, and any other intellectual property which is in existence and owned or leased by Contractor prior to the effective date of this Agreement or, if developed or acquired after such effective date, is developed or acquired by Contractor independently of this Agreement (collectively, “Contractor Intellectual Property”). If any Contractor Intellectual Property is incorporated in any Work Product, Contactor hereby grants to the City of Phoenix a non-exclusive, fully paid up, worldwide license to use Contractor Intellectual Property as necessary to meet the requirements of this Agreement, except for any Contractor Intellectual</p>	Please refer to addendum change #4.

	Property that is owned by a third party and is licensed by Contractor. These rights are granted for a duration and to an extent necessary to meet the requirements under this Agreement.”?	
100	With respect to Article 7 Defense and Indemnification, would the City agree to revise Section 7.1 to include indemnification procedures by including the following (or substantially similar): “City of Phoenix shall promptly notify Contractor in writing if credible Losses are made or threatened; provided that any delay or failure to give such notice will not waive nor diminish any rights of the City of Phoenix except to the extent that the rights of Contractor are actually prejudiced thereby. Contractor shall conduct and control the defense of such Losses at its sole cost and expense, provided that the City of Phoenix may join in the defense of such Losses at its sole cost and expense, including the hiring of counsel or any other third party. Contractor may not settle or compromise the Losses without the City of Phoenix’s consent unless such settlement (a) includes a release of all covered Losses pending against the City of Phoenix (b) contains no admission of liability or wrongdoing by the City of Phoenix; and (c) imposes no continuing obligations upon the City of Phoenix.”?	Please refer to addendum change #4.
101	What specific internal collection steps (e.g., data mailers, phone calls, letters, balance-driven activity) are undertaken prior to referring accounts to the proposer for collections?	Traditional collection methods, dunning notices.
102	Could you provide estimated monthly/annual placement volumes for all types of debt(both in dollar amount and number of accounts) for this RFP?	On average each month, the City refers out 514 invoices totaling \$126k. Current backlog, currently 23,037 invoices.
103	What is the average balance of the accounts under consideration for each type of debt?	On average each month, the City refers out 514 invoices totaling \$126k. Current backlog, currently 23,037 invoices.
104	Can you share how much of the portfolio is consumer debt vs commercial?	It varies. Phoenix Fire Department and Neighborhood Services Department shopping

		carts are commercial business. Police Alarms tend to be a mix. We don't have these figures.
105	How frequently will accounts be placed (e.g., monthly, weekly)?	Monthly.
106	How long will the accounts be placed with the agency?	Until collected or term of awarded contract.
107	Could you share the historical liquidation rate by debt type?	21% average.
108	Could you share current fee structures for the incumbents?	Currently, the incumbent's fee to the City is 17% for debt aged less than 1 year and greater than 1 year.
109	How many agencies currently hold contracts for this scope of work?	The City currently has one active contract for collection services.
110	How many agencies are currently receiving new business for this scope of work?	The City currently has one active contract for collection services.
111	What is the intended number of vendors to be awarded?	At least one vendor.
112	Do you seek specific enhancements or improvements from the vendor for this contract?	No.
113	Is there a preference for a local collection agency?	There is no preferences for a local collection agency However, contractors must be available during City business hours 8am to 5pm local Phoenix time.
114	Is there a backlog of accounts to be placed? If so, kindly provide details on average age, average balance, and account count.	Yes. 23k+ invoices.
115	Does the City of Phoenix apply interest to the accounts or anticipate the vendor to include interest once the accounts are placed in collections?	Yes, monthly interest is accrued on the unpaid balance by the City. No, the vendor will not need to include interest once placed.
116	Is there any reason at any time we that we have the debt that the balance might change? If so, why?	Yes, if the city receives a direct pay, or the account is recalled, or a credit memo is issued.
117	Can you please confirm that the balance placed in the collection is an actual read and not an estimated read?	Yes, actual.
118	Does the City of Phoenix permit credit reporting?	No.
119	Are accounts eligible to be subject to legal action? If so, what percentage of the annual recoveries come from legal action?	Legal services are not part of this solicitation.

120	Could you share the prior fees charged by collection agency(s) that recently serviced the City of Phoenix delinquent portfolio?	Currently, the incumbent's fee to the City is 17% for debt aged less than 1 year and greater than 1 year.
121	Will the City of Phoenix new placement files contain Reg F information, including itemization date, balance at itemization, added interest post itemization, payments/adjustments after itemization, and current collectible balance?	No.
122	Is the City of Phoenix open to utilizing work-at-home/remote agents?	There are no on-site requirements for this scope of work.
123	Is text and/or email communication permissible for the City of Phoenix? a. Does the City of Phoenix obtain and transfer consent for electronic communication to its collection agency vendors?	No.
124	Are there diversity vendor spend goals for minority/woman-owned businesses at the City of Phoenix?	No, there are currently no spend goals for this. Please reference section 6.16.
125	Please define the criteria for any non-commissionable accounts placed with the agency.	All accounts are commissionable.
126	Can you confirm that the City of Phoenix will be able to furnish us with an itemized statement showing the balance breakdown of the amount owed upon request?	Yes.
127	Page 16 states debtor is informed that they will be responsible for the collection agency fees directly.  a. Does the City have a signed agreement with the consumer agreeing to pay the collection fees? b. If not, how is the consumer notified and can the City provide examples like a Final Demand Letter or City/State ordinance?	a. No b. Yes
128	About Page 24-C. "In the event that the debtor pays the City directly, full or partial payments, the City will notify the Contractor of the paid amount and the Contractor will be responsible for collecting the percentage fee owed from the debtor for the referred amount.	Yes, In the event that the debtor pays the City directly, the Contractor will be responsible for collecting the percentage fee owed from the debtor.

	<p>a. Would the City only collect the principal amount and agency need to follow up for the collection fee to fully satisfy debt?</p> <p>b. Ex. If balance is \$100 principal +\$17 collection fee. Would the City take the \$100 and the agency follow up for the remaining \$17?</p>	
129	About Page 9-G: Is there a bond requirement for this solicitation?	No.
130	Will accounts for all types of debt be sent to the selected agencies as one file or multiple files for each type of debt?	One file sent monthly.
131	Does the selected agencies(s) need to integrate with all of the systems the City of Phoenix uses or just need the ability to access them?	There are no system integration requirements in the scope of work.
132	What percentage of accounts are non-English speaking and specifically speak Spanish?	This is unknown.
133	<p>About Page 34 18-G. Obtain approval of the verbiage, format, and content for any and all correspondence and automated messaging sent to a debtor. The correspondence shall also be provided in Spanish.</p> <p>a. Can you please clarify what types of correspondence must be provided in Spanish (letters, email, text, etc.)?</p>	Collection letters, statements, or any written communication.
134	About Page 18-H & I: Obtaining Death Certificates and Corporation Commission Records – How is this process being completed with current vendors and how is it priced?	Please refer to addendum change #2.
135	About Page 19-J6: Can you clarify what the City of Phoenix debt set off program is?	Debt Set Off – where payments made by the City to the customer are intercepted and applied to reduce the customer balance.
136	About Page 19-O: Provide the City printing capabilities to all of the City’s data files. By data files, are you referring to the ability to print reports from the agencies client portal?	Yes.
137	About Page 51-6.26 Types of Work Supervision: Is onsite supervision and training applicable to this SOW/contract?	No.



138	<p>All social security number validation shall be conducted through one of the nationally accredited credit bureaus.</p> <p>a. Can the City of Phoenix clarify the specific validation requirements?</p> <p>b. What percentage of accounts are submitted with an SSN?</p> <p>c. What actions are required if the SSN does not match?</p> <p>d. How does the current process work with existing vendor partners?</p>	Please reference section 3.4, S, 1.
139	Agencies must be registered with the Arizona Corporation Commission – What type of license is required for this scope of work?	Please references section 2.9 Business in Arizona and 2.10 Licenses.
140	Are the agencies required to register by the RFQ due date or upon the start of contract if awarded?	Awarded vendors must register in ProcurePhx by the start of the contract. The website to do so is here: <a href="https://www.phoenix.gov/procure">https://www.phoenix.gov/procure</a> Please also reference Sections 2.2.
141	Does the City of Phoenix allow agencies to send the initial notice/validation letter via email?	No.
142	What percentage of accounts have email addresses?	This is unknown.

The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by signing below and returning the entire addendum with the bid or proposal submittal.

Name of Company: \_\_\_\_\_

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

Authorized Signature: \_\_\_\_\_

Print Name and Title: \_\_\_\_\_