



REQUEST FOR PROPOSALS
2019 Third Party Collection Services
Solicitation No.: R-19-001-FF
Addendum 1 | February 21, 2019

CHANGES TO THE RFP

1. Submitting a Response, remove and replace page 5, Section IV. B. 4. with the following:

Responses are limited to a maximum of twenty (20) pages per proposal. Required forms do not count toward the page limit. Required forms are the Submittal Response Checklist, Respondent Questionnaire, Compensation Proposal Form, SaaS Questionnaire, W-9 form, Insurance requirements, Good Faith Effort Plan, SCTRCA Certificates and the Conflict of Interest Questionnaire. The cover page, table of contents, tabs, and any exception(s) to Exhibit "F" Sample Contract do not count towards the page limit. Number each page starting with the cover letter, including text charts and graphic images.

END CHANGES TO THE RFP

QUESTIONS AND ANSWERS

1. Question – Will there be any pre-conference meeting for this RFP?

Response – No. There will not be a pre-conference meeting for this RFP. Please see the Statement of Clarification posted on the SAWS project webpage at: https://www.saws.org/business_center/ContractSol/Drill.cfm?id=3405&View=Yes

2. Question- Why is the contract out to bid at this time?

Response – Please see section I. B. Background, of the RFP.

- 3. Question – The backlog provided is 15,000 accounts and an estimated total value of \$5,000,000, can you please provide information on the forward flow dollars that are not backlog?**

Response – We currently do not have a forecast on forward dollars.

- 4. Question- What are the estimated monthly number of accounts by category?**

Response – Approximately 1,000 divided amongst the selected OCA's.

- 5. Question- What is the average age of placement for delinquent accounts by category?**

Response – All accounts on the initial file will be categorized as shown in Table A section (I.C.2.b). All accounts on subsequent files will be categorized based on the age of the referral date (the date in which the account was referred to the OCA) which will follow Table B in section (I.C.2.c).

- 6. Question – At what day will accounts be received by category?**

Response – SAWS will provide account information electronically to the OCAs' on or before the 5th of each month. Please see section (I.C.1) under Assignment of Delinquent Accounts. All accounts on subsequent files will be categorized based on the age of the referral date (the date in which the account was referred to the OCA) which will follow Table B in section (I.C.2.c).

- 7. Question – What is the average balance of accounts by category?**

Response – The current average account balance is \$300.00. Please see section (I.B.) under Background.

- 8. Question – What is the length of placement for delinquent accounts by category?**

Response – The length of placement with the selected OCA will be the entirety of the contract terms as prescribed in the Estimated Contract Terms in section (I.C.2- last paragraph).

- 9. Question – What has been the historical rate of return or liquidation rate provided by any incumbent(s)?**

Response – There are no incumbents.

- 10. Question – What were the previous fees charged by the collection agency(s) that recently services SAWS's delinquent portfolio?**

Response – There are no incumbents.

- 11. Question – How many agencies services SAWS's most recent contracts?**

Response – There are no incumbents.

- 12. Question – How often will the accounts be placed (monthly, weekly...)**

Response – Accounts will be placed on a monthly basis. Please see section (I.C.1) under Assignment of Delinquent Accounts.

- 13. Question – Will accounts be subject to credit reporting?**

Response – Yes, please see section (I.C. – first sentence) under Scope of Services.

- 14. Question – What are the specific collection steps (i.e. data mailers, phone calls, activity by balance, ect.) taken internally before accounts are referred over to the proposer?**

Response – Prior to referring accounts, SAWS conducts collections efforts to include outbound calls, letters and robo-calls until the account is closed if these efforts are unsuccessful. Once an account is closed, SAWS will mail six (6) final bills before assigning delinquent closed accounts to OCA for collections. Please see section (I.B.) under Background.

- 15. Question – Does SAWS have TCPA language incorporated into its admission forms/customer contracts expressing prior consent to be contacted via cell phone?**

Response – Proposer will be responsible for adhering to applicable local, state and federal regulations.

- 16. Question – Is there a local preference in regards to the desired collection agency?**

Response – Under section (IV.C.4), the proposer will be evaluated on the Explanation of practices.

- 17. Question – Does SAWS use middleware company (DebtNext, CollectLink)?**

Response – No.

- 18. Question- Is there a minimum number of letters that are required to be sent?**

Response – SAWS does not intend to dictate the standard practices for collections by the OCA. There is however a minimum requirement of not less than twelve (12) contacts (mail or phone conversations) as it relates to reduction settlement for Subsequent Files. Please see section (I.C.2.c) under Subsequent Placement, Table B.

- 19. Question – Can you please estimate how many accounts/customers are Spanish speaking?**

Response – This information is not available.

- 20. Question – For the 40% M/WBE subcontract goal is the participation goals for a meaningful, commercially useful function that represents the core scope of the contract, specifically collection services?**

Response – Yes, and that also includes any other service that is commercially useful to the implementation and execution of the contract.

- 21. Question – Does SAWS consider the use of skip-tracing tools/databases to be a subcontractor?**

Response – If your firm hires a contractor to perform the skip tracing on your firm’s behalf, then the answer is “Yes”. If your firm is purchasing licenses or products to perform the skip tracing in-house, then the answer is “No”.

- 22. Question – Does SAWS consider the use of a letter contractor to be a subcontractor?**

Response – If your firm hires a contractor to perform the distribution of letters on your firm’s behalf, then the answer is “Yes”. If your firm is purchasing licenses or products to perform the distribution of letter in-house, then the answer is “No”.

23. Question – Can you please provide a list or link of certified firms with the South-Central Texas Regional Certification?

Response – This is the link to the South-Central Texas Regional Certification website: www.sctrca.sctrca.org. Firms may also contact the SAWS SMWVB Program Manager, Marisol V. Robles, at Marisol.robles@saws.org for assistance with finding certified subcontractors.

24. Question – What was the total dollar amount paid to/retained by the incumbent for each year of the previous contract?

Response – There are no incumbents.

25. Question - Could you provide a list of all vendors responding to this RFP?

Response - The Interested Firms List, which includes the companies that have downloaded the SAWS RFP, may be found at: https://www.saws.org/business_center/ContractSol/interestedfirmslist.cfm?id=3405

26. Question - Is there any way that I could obtain the RFP in a Word document for our Network Administrator to complete the security questionnaire?

Response – In order to maintain the integrity of the RFP document, SAWS does not post the Word version. In order to assist respondents, SAWS has posted the Software as a Service (SaaS) Questionnaire in Word version on the project webpage located at: https://www.saws.org/business_center/ContractSol/Drill.cfm?id=3405&View=Yes

27. Question – Our Network Administrator asked me to clarify if an agency holds their SOC 2, Type II certification, would SAWS accept this certification in lieu of completing the SAAS Security Assessment Questionnaire?

Response – No. The SaaS Security Assessment Questionnaire is a required document.

28. Question – Your page maximum requirement precludes us from sending our Terms and Conditions. Is there a way to send as an addendum?

Response – See the Changes to the RFP section in this Addendum.

29. Question - What binding method does SAWS prefer for the proposals?

Response – SAWS does not have a preference but, as stated in the RFP section IV. B. 2., responses must be securely bound by any means except by 3-ring binders and paper/binder clips.

30. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

Response – Please see response to Question 5 above.

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

Response – Hard Copies of submittals are due by March 6, 2019 at 11:00 a.m. (CT)

END OF QUESTIONS AND ANSWERS

No other items, dates, or deadlines for this RFQ are changed.

END ADDENDUM 1

This Addendum is five (5) pages in its entirety.