



SOLICITATION ADDENDUM

Solicitation Number: RFP 17-38 Addendum #1 Page 1 of 8

Solicitation Due Date: May 25, 2017, 2017 2:00 p.m. (Local Time)

CITY OF GLENDALE
Materials Management
5850 W. Glendale Avenue
Suite 317
Glendale, AZ 85301
Phone: (623) 930-2865

RFP 17-38

DEBT COLLECTION SERVICES

As a result of questions received, the following revisions have been made, and the following questions have been answered to Request for Proposals No. 17-38:

- A. **MODIFY:** Section 3.3 PREPARATION OF OFFER PACKAGE has been modified to included in the list to reflect the title of the sections:

FROM:

- 3.3.1 COVER SHEET
- 3.3.2 OFFER SHEET, Section 5.0
- 3.3.3 PRICE SHEET, Section 6
- 3.3.4 ADDENDUM, Return all addenda (if applicable).
- 3.3.5 SUBMISSION REQUIREMENTS, Section 3.4 (written narrative)
 - 3.3.5.1 EXPERIENCE AND QUALIFICATIONS
 - 3.3.5.2 METHOD OF APPROACH

TO:

- 3.3.1 COVER SHEET
- 3.3.2 OFFER SHEET, Section 4.0
- 3.3.3 PRICE SHEET, Section 5.0
- 3.3.4 ADDENDUM, Return all addenda (if applicable).
- 3.3.5 SUBMISSION REQUIREMENTS, Section 3.4 (written narrative)
 - 3.3.5.1 EXPERIENCE AND QUALIFICATIONS
 - 3.3.5.2 WORK CAPACITY/STAFFING
 - 3.3.5.3 METHOD OF APPROACH
 - 3.3.5.4 PRICING STRUCTURE


- B. **DELETE:** Section 3.4.3 METHOD OF APPROACH. Delete question 3.4.3.7 in its entirety in Section 3.4.3 as this is a duplicate of question 3.4.3.2.

~~3.4.3.7 Offeror shall describe the normal method used to collect accounts, including specific work standards based on balance ranges. Include number of both written and telephone attempts.~~

QUESTIONS:

1. To how many agencies does the City intend/anticipate awarding under this RFP?

Response: Please refer to Section 3.6 of the Special Instructions.

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2. Who are the incumbent(s) currently or agencies previously providing the listed services?

Response: Please go to the following link and type in “Progressive” in the “Type to search” field on the left side of the screen.

<http://www.glendaleaz.com/FollowYourMoney/index.cfm>

3. What are/were the contingency rates charged by the incumbents or previous agencies used to perform listed services?

Response: N/A

4. What are the collection success rates (recovery rates/liquidation percentages) of the current incumbents or the previous (last) agency hired/used?

Response: N/A

5. Please provide actual dollar amounts paid to any incumbent(s) or previous agencies for their last full year of service.

Response: The City does NOT pay incumbent

6. With what frequency will accounts be referred (i.e. weekly, monthly, etc.)?

Response: Monthly

7. Is there currently a backlog of accounts either residing with the incumbent or ready for referral now? If yes, please provide the volume (# and \$) as well as the age of this backlog volume (i.e. 2 years’ old, etc.).

Response: The City has a variety of backlog and current accounts.

8. What percentage of accounts (if any) will have a judgment in place at the time of referral?

Response: N/A


9. What collection activities are taken/pursued by the City on cases prior to referral?

Response: Some may have in house collection efforts; City may have filed lien.

10. With what frequency, will the City provide account/balance updates to the contractor (i.e. daily, weekly, etc.)?

Response: N/A

11. Page 6, Section 2.5 “Insurance”: Please confirm that a copy of the insurance certificate is NOT required to be submitted with the bidder’s proposal but instead is only required within 10 days of contract award.

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Response: Confirmed.

12. **Page 8, Section 2.7, Paragraph #1:** This section clearly states that the “Contractor shall disclose the following: 1) the name(s) and position(s) of each contractor’s employee or subcontractor that participated in the preparation of the submittal or who will be involved, directly or indirectly, with performing the contract, if awarded; ...”. “Failure to disclose....may result in the rejection of a proposal or bid...”. Here are my questions:

- a. Is this disclosure required ONLY after contract award or are bidders required to disclose in their proposals? 1. If yes, where in the proposal should the bidder include this information, as the formatting requirements do not allow room for this response.

Response: This is part of your submission; please reference the section.

- b. If no conflict of interest exists (i.e. items #2 & 3 in Paragraph 1 do not apply), is it still required or necessary for the contractor to submit the requested information in item #1?

Response: No

13. **3.3.1 COVER SHEET:** There is no COVER SHEET included with this RFP. The paragraph immediately preceding this list states “The following items shall be completed and returned...”; this implies that there is some sort of COVER SHEET form to complete. Please advise if the City will provide a cover sheet form for completion; If not, what content does the City want/desire in a cover sheet?

Response: The Cover Sheet is the cover to your offer. The format is up to the Offeror.


14. **3.3.2 OFFER SHEET Section 5.0** – This Section appears to be labeled as Section 4.0, as evidenced on Page 17 of the RFP. Is there a different Section 5.0 that the City is referencing here or was this simply a typographical error?

Response: This is a typo error and should be referred as Section 4.0.

15. **3.3.3 PRICE SHEET Section 6.0** - This Section appears to be labeled as Section 5.0, as evidenced on Page 18 of the RFP. Is there a different Section 6.0 that the City is referencing here or was this simply a typographical error?

Response: This is a typo error and should be referred to as Section 5.0

16. **3.3.5 SUBMISSION REQUIREMENTS (Section 3.4):** In reference to the Subsections listed herein (3.3.5.1 EXPERIENCE & QUALIFICATIONS and 3.3.5.2 METHOD OF APPROACH), these two subsections appear to synonymous with Sections 3.4.1 & 3.4.3, respectively. Please confirm if that is correct. 1. If yes, then it appears that a subset is missing (**Section 3.4.2 WOPRK CAPACITY / STAFFING**). Section 3.3 requires we submit in the listed order, yet Section 3.4.2 is missing from that order. Should we place it after your Section 3.3.5.2 or place it somewhere else in the proposal response? It almost seems that the required order should read as follows (please confirm):

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Response: Please refer to item “A” on page 1 of this Addendum.

17. Page 11, Section 3.2 “RETURN OF OFFERS”, Paragraph #1: Please confirm that the City does not require a ‘hard copy’ ORIGINAL with live signatures.

Response: Hard copy versions should have inked signatures.

18. Page 11, Section 3.2 “RETURN OF OFFERS”, Paragraph #3: This section states that all section of the solicitation must be completed in tin the space provided. Please confirm exactly which response section you are referring to here (i.e. Forms such as the OFFER & PRICE Sheet), as all the required responses in Section 3.4 do not have spaces for responses. Please advise.

Response: Correction made with this Addendum. Offeror shall provide a response in all Sections.

19. Page 11, Section 3.3 “PREPARATION OF OFFER PACKAGE”: Please answer the following questions related to this Section:

3.3.1 COVER SHEET

3.3.2 OFFER SHEET, Section 5.0

3.3.3 PRICE SHEET, Section 6

3.3.4 ADDENDUM, Return all addenda (if applicable).

3.3.5 SUBMISSION REQUIREMENTS, Section 3.4 (written narrative)

3.3.5.1 EXPERIENCE AND QUALIFICATIONS

3.3.5.2 METHOD OF APPROACH

Response: Please refer to item “A” on page 1 of this Addendum.

20. Page 11, 3.3.5 SUBMISSION REQUIREMENTS (Section 3.4): Do you require separate TABS for the subsections 3.3.5.1 & 3.3.5.2 or only for the main Sections (incl. 3.3.1, 3.3.2, 3.3.3, 3.3.4 and 3.3.5)?


Response: Please refer to Section 3.2 “Return of Offer” “Offeror may reproduce the forms and recreate information, but all of the required information must be presented in the order requested.”

21. Page 12, Section 3.4.1.5: Does the City require all 10 references (5 public & 5 private) to be Arizona references or only the private references? We have hundreds of clients, both public/government and private but many are located in other States; these references clearly demonstrate our experience, as required in this RFP. Is it acceptable to submit both public and private references outside of Arizona, specifically if they clearly demonstrate government & other collection experience?

Response: Please list all those in Arizona first.

22. Page 13, Section 3.4.3.2 & Section 3.4.3.3 contain overlapping/duplicate requests for information (i.e. number of telephone calls, direct mail attempts, etc.). Does the City desire the bidder to duplicate/overlap its responses for these two sections?

Response: Respond to both questions. The City does not feel that these are duplicate questions.

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23. **Page 13, Section 3.4.3.2 & Section 3.4.3.7** are EXACT duplicates of each other. Please advise if the City wishes for the bidder to duplicate its responses in these sections and/or if one of these sections will be changed or deleted.

Response: Please refer to item “B” on page 1.

24. **Page 13, Section 3.4.3.8 & Section 3.4.3.9:** These sections request copies of notices, literature and reports. Is it acceptable to attach these samples at the rear of the proposal under an attachments TAB, or does the City require these samples be embedded in the body of the proposal response?

Response: Yes, please refer to their location your Offer in your response to this question.

25. **Page 14, Section 3.8 “SITE INSPECTION”:** This section does not seem to be applicable to a ‘service’ contract such as this. Please advise if this requirement will be removed as it states that “by submitting a proposal, we certify that we have made a site inspection”; which is not applicable or true. Please advise.

Response: This is not applicable, but is part of the City’s standard template language.

26. **Page 19, Attachment A, “Sample Agreement”:** Please advise if this is for information only or does the City require that the bidder complete and return with its proposal?

Response: Please refer to Section 3.7 “ALTERNATE OFFERS/EXCEPTIONS”

27. What changes would you make as to how your current vendor is handling the contract?

Response: N/A

28. Per page 11, Section 3.2, Return of Offer – Should bidders provide their proposal response separate from any appendices? If not, please verify that the response shall be submitted as one (1) large file.


Response: Please see the response for question #20.

29. Per page 11, Section 3.2, Return of Offer – As the electronic copy is to be labeled as the original copy, are ink signatures required?

Response: Please see the response for question #17.

30. Per page 12, Section 3.4.1, Experience and Qualifications, Paragraph 3.4.1.5 – “Offeror shall provide up to five (5) specific governmental agencies and five (5) specific private firms in Arizona your firm has provided services to in the last three (3) years.” Please define the term “private firm.”

Response: Here the term refers to a firm that is not operated or owned by the government.

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31. Additionally, please verify bidders need to provide UP TO five (5) private firms.

Response: Yes

32. Per page 6, Section 2, Special Terms and Conditions, Paragraph 2.4 – “All responses shall incorporate by reference the Scope/Specifications ...” Are bidders required to directly respond to every paragraph listed in Section 2?

Response: No, Offeror may want to review the language in this paragraph.

33. Per page 11, Section 3.3, Preparation of Offer Package, Paragraph 3.3.1 – Does the “Cover Sheet” refer to the title page of the proposal, or the cover letter signed by an authorized individual of the company?

Response: Please see the response in question #13.

34. Per page 13, Section 3.4.3, Method of Approach, Paragraph 3.4.3.5 – “Offer shall describe firm’s communication methods to the City, including notification of payments received.” Is this requirement referring to the bidder’s communication with the City, or the bidder’s communication with City consumers?

Response: This is communication methods directly to the City, not the consumers.

35. What is the desired minimum number of government client references?

Response: Please refer to Section 3.4.1.5. If Offeror is unable to provide the requested number, please provide as many as possible with an explanation of why you are unable to fulfill the requested amount.

36. What is the desired minimum number of private client references?

Response: Please refer to Section 3.4.1.5. If Offeror is unable to provide the requested number, please provide as many as possible with an explanation of why you are unable to fulfill the requested amount.

37. Are both government client references and private client references required to be in Arizona?

Response: Not required, but preferred.



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All other specifications, instructions, terms and conditions remain the same. The Offeror must acknowledge receipt and acceptance of this addendum by returning the entire addendum with the proposal submittal.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____

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