



City of Norwich
Norwich Public Utilities

Department of Finance – Purchasing Agent
100 Broadway, Room No. 105
Norwich, CT 06360

Phone: (860)823-3706
Fax: (860)823-3812
E-mail: whathaway@cityofnorwich.org

ADDENDUM

RFP No.: 19-06

Addendum No.: 1

Issued: January 30, 2019

Opening Date and Time: February 5, 2019 at 2:00 P.M.

Title: Collection of Delinquent Accounts

Bidders Note

This Addendum is issued to provide all bidders with responses to the Requests for Information.

All other terms and conditions remain the same.



City of Norwich Norwich Public Utilities

Department of Finance – Purchasing Agent
100 Broadway, Room No. 105
Norwich, CT 06360

Phone: (860)823-3706
Fax: (860)823-3812
E-mail: whathaway@cityofnorwich.org

RFP No. 19-06

Collection of Delinquent Accounts

Responses to Requests for Information

Question 1: Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Response 1: February 5, 2019 at 2:00 2:00 P.M. EST

Question 2: Why has this bid been released at this time?

Response 2: NPU made the determination that specific focus was needed for delinquent accounts protected by medical certification.

Question 3: Is there a deadline for questions?

Response 3: January 29, 2019 at 12:00 P.M.

Question 4: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Response 4: Not applicable

Question 5: Has the current contract gone full term?

Response 5: Not applicable

Question 6: Have all options to extend the current contract been exercised?

Response 6: Not applicable

Question 7: Who is the incumbent, and how long has the incumbent been providing the requested services?

Response 7: Not applicable

Question 8: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Response 8: Not applicable

Question 9: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Response 9: not applicable

Question 10: What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

Response 10: active accounts, balances 24 months +/-

Question 11: What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

Response 11: 10 accounts monthly

- Question 12:** What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?
Response 12: \$40,000 monthly
- Question 13:** 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?
Response 13: There are no incumbents and no expectation has been established at this point.
- Question 14:** 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?
Response 14: Not applicable
- Question 15:** What is your case management/accounting software system of record?
Response 15: Microsoft Dynamics GP
- Question 16:** Who is your electronic payment/credit card processing vendor?
Response 16: Invoice Cloud
- Question 17:** What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs?
Response 17: An RFP for general collection services was issued by the City on 4/20/2018.
- Question 18:** In reviewing RFP 19-06 I noticed that you are looking for an attorney or legal firm to provide collection support for delinquent balances on active accounts protected from termination by medical certification. We are a nationwide collection agency based in Danbury, CT. We service both small and large balance collections for many of the nation's largest telecommunications providers such as Charter and Comcast as well as Medical providers who may have balances in excess of \$10,000.00. In the process of collecting larger balances we often utilize an outside collections attorney to collect on the accounts that will not work with us to set up payment plans or resolve their accounts. This process allows us to offer two different collection contingency fees to our clients. If the customer is willing to work with us, we can offer a contingency fee that is much lower than the fee for accounts referred on to the collections attorney.
- Our question is: Is Norwich Public Utilities open to allowing a collection agency that utilizes an outside certified collection attorney (that would be licensed and certified with all the credentials you specify) to bid on RFP 19-06?
- Response 18:* Same as the response to Question 17.
- Question 19:** At what age will delinquent collection accounts be placed and will placements be on a weekly or monthly basis?
Response 19: Variable/Monthly
- Question 20:** Please identify the current law firm for delinquent collection services.
Response 20: Not Applicable
- Question 21:** Please identify the historical liquidation rate of collection accounts referred to the current law firm for delinquent collection services.
Response 21: Not applicable
- Question 22:** How many law firms will be awarded NPU accounts?
Response 22: One
- Question 23:** What is NPU's current liquidation rate for delinquent collection services?
Response 23: Not Applicable

Question 24: If awarded the contract, what will be the retention time for the law firm to work delinquent collection accounts that are placed?

Response 24: 2 years with an option to renew for two additional two year terms at the discretion of NPU.

Question 25: If awarded the contract, will the law firm have NPU system access, and if so, to what extent?

Response 25: No