

CITY OF KINGMAN



DEBT COLLECTION SERVICES

FIN24-004

RESPONSES TO PROPOSER QUESTIONS

61. Question: 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?

Answer: The RFP makes no reference to requiring subcontracting with minority-owned, women-owned or other disadvantaged businesses.

62. Question: Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

Answer: The RFP states no authorization for litigation. This option may be reviewed at a future date as the City becomes more familiar with standardized debt collection procedures. The vendor is permitted to provide details of their processes with regards to legal actions, as it pertains to what is allowable under state and federal law.

63. Question: How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

Answer: The City is only made aware of this directly through customer contact. The vendor can provide details (although not required) on how they conduct processes to determine the death of a responsible party.

64. Question: 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?

Answer: Contact may be made by legal methods as established by state or federal law.

65. Question: With regard to Section 8 - Agency Incurred Costs, item b) "Agency shall be responsible for any loss of revenue by or to City due to Agency's negligence," could you please provide examples of circumstances that would be considered "negligence"?

Answer: Example - If the vendor attempts a debt collection in violation of a law which precludes eventual collection.

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66. Question: Is credit bureau reporting required for accounts assigned?

Answer: This should follow the processes allowed under state and federal laws.

67. Question: Will legal action, with prior approval, be allowed? If so, can we submit a separate fee for legal action?

Answer: Please see the response to Question #62. The vendor can provide fees for legal action as an option with their response, if they so desire.

68. Question: Do you currently capture mobile phone or email contact information for your customers? If so, do you have the consent to use this information for collection purposes?

- **If no, would you consider capturing and getting this consent for future activities?**

Answer: The City of Kingman does request contact information (both email and phone) from its customers but this information is not required to start services with the City of Kingman.

The City does not have written consent to use this information and may consider a change in future processes if it is within the City's legal rights to do so. The vendor is required to adhere to all state and federal laws.

69. Question: In accordance with Federal and State credit reporting laws, will the winning collection firm be able to report unpaid accounts to the three national credit bureaus?

Answer: Please see the response to Question #66.

70. Question: Will the City be able to comply with the requirements of Federal Regulation F for account assignments? Specifically, account charges, adjustments, payments, etc.

Answer: Federal, state, county, and local laws, ordinances, rules and regulations are required to be complied with. The City will work with the selected vendor within its legal rights and expects the vendor to be knowledgeable in all legal matters related to the collection of debt.

71. Question: Page 8, Section II.D "Processing Collection Information", 1st sentence. Please define what is meant by complete 'collection request'. Does this mean we have collected a payment on an account?

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Answer: Yes, this refers to the successful collection of a debt by the selected vendor.

72. Question: Is an Arizona State Tax ID required for agencies upon bid submission?

Answer: No, this is not required as part of the bid submission. The selected vendor is required to comply with all state and federal laws and licensing requirements, and is expected to be aware of all such requirements, prior to the submission of a bid.

73. Question: Section 4 of the RFP "Letter Series" indicates that "the Agency will be required to have an effective letter series" and that the "letter series should include the letters for open and closed accounts." How many letters does the City expect to be a part of the letter series?

Answer: Please include samples of letters used by the vendor. If the vendor uses a separate letter for "open" (otherwise known as "Active") accounts and a separate letter for "closed" (otherwise known as "Inactive") accounts, please provide a sample of each letter. The City expects to receive a minimum of one sample letter as part of their response but encourages the vendor to provide as many samples as the vendor deems appropriate and beneficial for the evaluation of the RFP response and work to be performed.

74. Question: Could you kindly confirm whether the amount specified is the percentage for the total monthly collection, or if it pertains to the annual bid price for the service?

Answer: Please provide pricing based on how your agency assesses the fee. If your agency charges a percentage of the totally monthly collections, please provide that pricing. If your agency charges regular ongoing fees, please provide that pricing. If your agency charges an annual fee (s), please provide that pricing. Please be sure to include any and all fees associated with providing the services requested.

75. Question: Furthermore, I would appreciate it if you could inform us whether bidders from outside Arizona are eligible to participate in the bidding process.

Answer: Yes, bidders located outside of Arizona are eligible. Bidders must be able to comply with all state and federal requirements.

76. Does the City want the Vendor Forms filled-out exactly as presented within the RFP provided or may we use the larger versions of the forms available from the City's website and attach those to our proposal?

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Answer: The vendor can use the larger versions of the forms available on the City's website. Either form is acceptable (the one included with the RFP or the forms from the website).

77. Please provide the City's insurance requirements for the awarded proposer.

Answer: Required Coverage:

- a. Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$1,000,000 Products and Completed Operations Aggregate and \$2,000,000 General Aggregate Limit. The policy shall include coverage for premises, operations, independent contractors, personal injury, and products/completed operations.
- b. Professional Liability Insurance covering errors and omissions arising out of the work or services performed by CONSULTANT, or anyone employed by CONSULTANT, or anyone for whose acts, mistakes, errors and omissions CONSULTANT is legally liable, with a liability insurance limit of \$1,000,000 each claim and \$2,000,000 all claims.
- c. Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to the CONSULTANT's owned, hired and non-owned vehicles assigned to or used in the performance of the CONSULTANT's work.
- d. Worker's Compensation insurance to cover obligations imposed by Arizona state statutes.

78. What kinds of accounts are considered "general billing accounts"?

Answer: All non-Utility Billing customer accounts. This may include such accounts as Airport leases, general service bills, etc.

79. Will Kingman allow for collection notices to be emailed to customers?

Answer: The vendor must be familiar with all methods allowable by federal, state, and local laws and can use the methods prescribed under such laws.

80. What percentage of accounts have a cell phone number?

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Answer: An estimated 97% have a phone number (estimate is based only on the 2024 accounts available for placement in order to provide a timely response to this question).

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