Housing Authority of the City and County of San Francisco

ADDENDUM #2

Collection Services

#18-015-RFP-0010

November 30, 2017

1815 Egbert Avenue
San Francisco, CA 94124
ADDENDUM #2

Proposers are hereby informed that the solicitation is modified, corrected and/or supplemented as follows:

**Question and Answers:**

1) **QUESTION:** Please confirm the due date for this procurement is 12/1/2017.
   **ANSWER:** The deadline to submit a response has been extended to 12/08/17 at 2:00 PM.

2) **QUESTION:** Why is the contract out to bid at this time?
   **ANSWER:** The Authority does not currently have a collections agent at this time, but does need this service.

3) **QUESTION:** Has the current contract gone full term?
   **ANSWER:** There is no contract in place at this time.

4) **QUESTION:** Have all options to extend the current contract been exercised?
   **ANSWER:** There is no contract in place at this time.

5) **QUESTION:** Who is the incumbent, and how long has the incumbent been providing the requested services?
   **ANSWER:** There is no contract in place at this time.

6) **QUESTION:** How are fees currently being billed by any incumbent(s), by category, and at what rates? What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
   **ANSWER:** No collection service contractor is being used at this time.

7) **QUESTION:** Please describe your level of satisfaction with your current vendor(s), if applicable.
   **ANSWER:** No collection services contractor is being used at this time.

8) **QUESTION:** What collection attempts are performed or will be performed internally prior to placement?
   **ANSWER:** SFHA will notice tenants and provide a final opportunity to pay or enter into a repayment agreement before sending anything to collections in accordance with the write off policy.
9) **QUESTION:** What is the total dollar value of accounts available for placement now by category, including any backlog?
   **ANSWER:** 1.2 million

10) **QUESTION:** What is the total number of accounts available for placement now by category, including any backlog?
    **ANSWER:** Unknown at this time.

11) **QUESTION:** What is the average balance of accounts by category?
    **ANSWER:** Varies greatly

12) **QUESTION:** What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?
    **ANSWER:** 3 - 5 years

13) **QUESTION:** What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?
    **ANSWER:** Unknown at this time.

14) **QUESTION:** What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?
    **ANSWER:** Unknown at this time.

15) **QUESTION:** 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?
    **ANSWER:** N/A

16) **QUESTION:** 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?
    **ANSWER:** N/A

17) **QUESTION:** What computer software system do you use to manage your accounts/inventory?
    **ANSWER:** Microsoft Great Plains/Emphasys Elite

18) **QUESTION:** Do you have any plans of changing that system in the future, and why/why not?
    **ANSWER:** Unknown

19) **QUESTION:** Do you subscribe to any offset programs?
    **ANSWER:** No, we do not subscribe to any offset programs.

20) **QUESTION:** Number of accounts you anticipate sending to collections on a yearly basis?
    **ANSWER:** This will vary dependent on programs. Approximately 100 would be consistent. However, if this contract gets approved by the Board, we will have a large amount (approximately 500) up front.
21) **QUESTION:** Average balance of accounts you will be sending to collections?
   **ANSWER:** Unknown at this time.

22) **QUESTION:** Is there a backlog of accounts you will be sending to collections upon signing the agreement?
   **ANSWER:** Yes

23) **QUESTION:** If so how many accounts?
   **ANSWER:** See the answer to Question #20.

24) **QUESTION:** Average age of accounts you will be sending to collections (how many days past due)?
   **ANSWER:** Debt to be collected is within 3 years (maximum 4 years).

25) **QUESTION:** Are you currently working with a collection agency?
   **ANSWER:** No

26) **QUESTION:** If so, what is the current percentage fee that you pay?
   **ANSWER:** N/A

27) **QUESTION:** For those accounts where an asset has been located and the former resident refuses to pay, would you consider litigation of the account?
   **ANSWER:** It would depend on the amount owed.

Please acknowledge this addendum by signing below and including this addendum in your submission package. Failure to acknowledge this addendum in your proposal may cause for proposal rejection.

___________________________________________  ______________________
Signature                                    Date