

ALBANY WATER BOARD
REQUEST FOR PROPOSALS
FOR THE PROVISION OF
COLLECTION AGENCY SERVICES

September, 2010

ADDENDUM #1

This addendum is being issued as a result of several inquiries from collection agencies regarding the request for proposals issued by the Albany Water Board. Following is a list of the most frequent questions and the answers.

Question: Can you provide the name of the current agency or agencies on this contract? What are the fee structures for the current vendors?

Answer: The Albany Water Board has never placed delinquent accounts into collection. Therefore, the Albany Water Board is not currently under contract with any collection agency. All accounts sent for collection will be accounts that the Albany Water Board has tried to collect through normal billing or through annual real property tax bills.

Question: How old are the accounts that will be placed for collections? What is the initial dollar amount in delinquent accounts that will be forwarded for collection?

Answer: There will be a large placement of old accounts initially, which represent those bills that were unable to be collected through the real property tax process. The oldest of these accounts dates back to 2003. The total amount in the initial placement is approximately \$4,560,519. Some of the accounts have been partially paid.

Question: What information about the account will the Albany Water Board provide the collection agency?

Answer: The Albany Water Board will provide a spreadsheet listing all outstanding charges broken down by year, and combined together by property. The spreadsheet will contain information regarding the property address, tax map information, Water Department account number, owner information and current amount that is delinquent.

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Collection Agency Services**

Question: Will the Albany Water Board require skip tracing on accounts?

Answer: At some point the Albany Water Board may require skip tracing for property owners who we are having trouble contacting (mail is being returned, we have no phone numbers, etc.).

Question: Will all data be able to be transmitted to the collection agency electronically?

Answer: Yes. All data will be in the form of excel spreadsheets.

Question: How many and what account types are involved? Is different information available for the various types?

Answer: It is difficult to anticipate the number of individual accounts that will be delinquent in any given year. However, it is known that the accounts will include delinquent water/sewer charges for residents and businesses in the city. It also includes contractors that have used water from fire hydrants for a construction or demolition project and have not paid the Albany Water Board for this service.

Question: What internal collection effort will be made before referral to a collection agency?

Answer: The current procedure of the Albany Water Board is to send a bill every four months to the owner or registered agent of the property.

Question: To what extent will the location of the collection agency's call center and/or corporate headquarters have a bearing on any award(s)?

Answer: The location of the collection agency will have no impact on the decision to award the contract. The contract will be awarded to the company with the most responsible proposal.