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**Addendum #1 dated April 11, 2017**  
**Contra Costa Water District Request For Proposal #1800**  
**Collection Agency Services**  
**(Questions and Answers)**

The District draws your attention to the following changes to Request For Proposal #1800, the original bid document has been modified in the following ways.

**Question:**

Please advise as to how many copies of the proposal you would like submitted? How many hard copies and how many electronic copies?

**Answer:**

Three (3) Hard Copies, One (1) Electronic version.

**Question:**

The proposal award criteria states that cost will account for 50% and experience and reference will account for 25%. I do not see any other reference in the RFP for the other 25%. Would you please provide the criteria for the remaining 25% of the total proposal score?

**Answer:**

References, recovery rate, licenses, staffing (i.e.bi-lingual), tracking ability, etc...

**Question:**

Please give further detail to your \$1million bonding requirement.

**Answer:**

This is the District's requirement.

**Question:**

Please advise as to where Attachment E: Contractors Safe Practices Handbook can be obtained. It is referenced in the proposal, but the proposal only provides Attachments A-D.

**Answer:**

The Attachment E is a part of the solicitation, please contact Kim Waddy at 925-688-8012 for a Handbook, also the Handbook is on our website.

**Question:**

Does the District require anything other than the collection percentage in the boxes for the Proposal Pricing Sheet. If more is required, please provide instructions on how to complete the lines that have a dollar sign next to them.

**Answer:**

No other requirements.

**Question:**

Is the District going out to bid due to performance or contractual requirement?

**Answer:**

Contractual

**Question:**

It would help us to correctly price our response by knowing a bit more about the accounts. You provided the projected volumes but can you release your actual placements (both number and dollar amount) for 2016? What is your current agency's success rate?

**Answer:**

The numbers used were accurate.

**Question:**

If the incumbent is not chosen, will you be cancelling your accounts and forwarding them to the award winner? If so, we will provide you with a secondary rate.

**Answer:**

The successful bidder will get all "new" debt. None of the old accounts will go to the new bidder.

**Question:**

Can you share what collection fee your current agency charges?

**Answer:**

I don't know, can we? Doesn't seem right that we do.

**Question:**

What level is the collection activity prior to write off (number of notices? phone calls? credit reporting?)

**Answer:**

Dedicated internal person follows all delinquencies until three months after the account is closed, then write-off.

**Question:**

*Scope of Work, Credit Blocks: " ...the successful Proposer will not remove such credit blocking until the debt is paid in full."*  
Credit reporting regulations require that we report accounts as "paid in full" and not remove the entry from the profile. It is the District's policy to have these accounts removed?

**Answer:**

If common practice is "paid in full" that's fine, we just don't want accounts removed unless they are paid in full.

**Question:**

*"Proposals must be prepared in accordance with... Attachment E: Contractors Safe Practices Handbook."* This attachment was not included in the RFP document. Does it apply?

**Answer:**

Yes. Handbook can be obtained from Kim Waddy at 925-688-8012 and is on the District website.

**Question:**

*1.1 Bid/Proposal Form. Bids/proposals must be submitted only upon the forms provided in the bid/proposal package..."*

There is no place or questions on the Attachment A form to speak to the questions posed in Scope of Work/Proposal Award Criteria sections. Do we add additional pages behind Attachment A?

**Answer:**

Adding additional pages to address questions is fine.

**Question:**

How many copies of the proposal would you like submitted?

**Answer:**

Three (3) Copies of Hard Drive and One (1) Electronic Flash Drive.

**Question:**

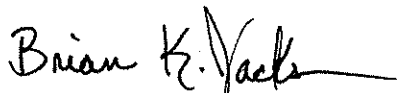
Collection agencies are not required to be licensed and bonded in the State of California. Is there an additional bond the District will require?

**Answer:**

There are no other bonding required.

This document is available online at [www.ccwater.com](http://www.ccwater.com), and is hereby made an official part of Invitation To Bid #1800.

Thank you in advance for your cooperation.



Brian K. Jackson  
Purchasing Officer  
Contra Costa Water District

I acknowledge receipt of the foregoing Addendum #1.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

**Please sign and return with bid package.**