

3/9/20

**City of Sioux Falls**  
**Addendum No. 2**  
**Request 20-0036**  
**Request for Debt Collections Services**

The following answers to questions asked by firms. Please answers are hereby made of the RFP.

1. In section 2.03.3 the RFP requests information regarding when delinquent accounts will be reported to the three major national credit bureaus. Can you please detail on which City of Sioux Falls departments that you would like to be reported to the credit reporting agencies? Also, could you please detail the demographic information (i.e. name, address, social, date of birth, etc.) that the City of Sioux Falls will provide upon listing the account? Is listing with the credit reporting agencies optional?

**Answer:** All departments should be reported to the credit reporting agencies. Name and address are normally readily available for the City accounts. However, if SSN or date of birth is necessary to report, the City may not always have that information available. Reporting to credit agencies can be optional if a payment plan is agreed upon or a settlement is made.

2. In section 2.03.12 the RFP states that *the successful proposer must agree that the jurisdiction and venue for collection of any debt referred pursuant to this agreement will lie exclusively with the state and federal courts located in Sioux Falls, SD.* The way that we read this, is that the agency would need to pursue all hearings on the accounts in Sioux Falls. But if the customer moves to a different city, county or state, would the City of SF still require the agency to litigate all accounts in Sioux Falls, Minnehaha County Courthouse? If we are reading this correctly, can you please clarify what has led you to this requirement? It may propose a challenge because of mutual business partner's debts also being included in the litigation process.

**Answer:** After further review, the City agrees this requirement would pose a challenge for the Collection Service. Please strike this section from the RFP.

3. 2.03.13 the RFP states that *the successful proposer shall remit to the City all collections based on a monthly reporting period by the seventh day after the end of the reporting period, accounting for all collections made up to and including the last day of the reporting period.* Is this seventh day, the seventh business day?

**Answer:** The remittance must be made by the seventh business day.

Section 3 2. Collections Process. The last sentence asks the proposer to *state the agency's success rate.* Since success is measured in many different ways, can you please clarify what type of success is being referred to here? (reaching the customer, securing payment arrangements, payment in full, getting a judgment, gross recoveries . . .?) And if you have a time frame (over the last year? 5 years?)

**Answer:** The City would like to know the averages of the, overall recovery rate, reaching the customer, securing payment arrangements, payment in full and getting judgement for your firm over the past 5 years.

**Sign this form and include with your proposal response.**

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Signature

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Company

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Date