

**TAMPA-HILLSBOROUGH COUNTY
EXPRESSWAY AUTHORITY**

Letter of Clarification No. 1

FOR

Request for Proposals

Delinquent Toll Account Collection Services

RFP T-00620

Letter of Clarification No. 1 ~ RFP No. T-00620

Date of Letter of Clarification: 9/02/2020

To all prospective respondents:

The following responds to questions received on the solicitation reference above:

Question 1:	Can you confirm if the Statement of Works document referenced in Appendix E will be posted to the portal?
Response 1:	See revised form in Addendum No. 2.
Question 2:	Why has this bid been released at this time?
Response 2:	Contract term expiring.
Question 3:	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
Response 3:	Not Applicable.
Question 4:	If this is a term contract subject to renewal, what is the term and the maximum number of option periods?
Response 4:	Five years term with a two one-year term renewal.
Question 5:	Has the current contract gone full term?
Response 5:	Yes
Question 6:	Have all options to extend the current contract been exercised?
Response 6:	Yes
Question 7:	Who is the incumbent, and how long has the incumbent been providing the requested services?
Response 7:	Credit Protection Association. The incumbent has been under contract for 5 years.
Question 8:	To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
Response 8:	See Section 2, Scope of Services, and section 5, Selection Criteria in the RFP.
Question 9:	How are fees currently being billed by any incumbent(s), by category, and

	at what rates?
Response 9:	See Exhibit I
Question 10:	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
Response 10:	See Exhibit K and the “Collections By Placement Date Report.”
Question 11:	What is the total dollar value of accounts available for placement now by category, including any backlog?
Response 11:	See Exhibit K and the “Collections By Placement Date Report.”
Question 12:	What is the total number of accounts available for placement now by category, including any backlog?
Response 12:	See Exhibit L, Appendix G
Question 13:	What is the average balance of accounts by category?
Response 13:	See Exhibit L, Appendix G
Question 14:	What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?
Response 14:	See Exhibit L, Appendix G
Question 15:	What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?
Response 15:	See Exhibit K and the “Collections By Placement Date Report.”
Question 16:	What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?
Response 16:	See Exhibit K and the “Collections By Placement Date Report.”
Question 17:	What is your case management/accounting software system of record?
Response 17:	The Vendor shall provide all software to deliver the scope of services.
Question 18:	Who is your electronic payment/credit card processing vendor?
Response 18:	The Vendor shall provide all payment processing as required by the RFP.
Question 19:	What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of

	this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs?
Response 19:	As per section 3 of the RFP, the bidder shall contact the procurement officer as per item 9. In addition, the bidder shall present debt recovery innovations and solutions within their proposal.
Question 20:	How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?
Response 20:	The bidder shall propose any solutions which effectively identify a customer's death with regards to assessing ownership of proposal.
Question 21:	How do your current processes and/or vendor relationship(s) handle a death of responsible party?
Response 21:	Once copies of death certificate is received, the account is recalled from collections and terminated.
Question 22:	Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?
Response 22:	We handle these through customer disputes. The bidder shall propose the procedure to resolve these disputes.
Question 23:	Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?
Response 23:	The bidder shall propose any solutions which effectively search and file probated estate claims.
Question 24:	Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.
Response 24:	See the RFP and Exhibit A for all of the included means of inbound and outbound communications the vendor shall provide.
Question 25:	Is previous experience with any specific customer information systems, phone systems, or software required?
Response 25:	No.
Question 26:	What is the minimum required total call capacity?
Response 26:	See Exhibit K and the "Collections By Placement Date Report."
Question 27:	What is the minimum simultaneous inbound call capacity?
Response 27:	See Exhibit K and the "Collections By Placement Date Report."

Question 28:	What is the maximum wait time?
Response 28:	Exhibit A outlines the performance requirements assigned to the Vendor, and Exhibit K and the “Collections By Placement Date Report” outlines the existing volumes.
Question 29:	What is the maximum hold time?
Response 29:	Exhibit A outlines the performance requirements assigned to the Vendor.
Question 30:	What percentage of inbound calls must be answered by a live operator?
Response 30:	See Exhibit A for the project requirements and performance requirements.
Question 31:	What percentage of calls must be resolved without a transfer, second call, or a return call?
Response 31:	See Exhibit A for the project requirements and performance requirements.
Question 32:	What is the maximum percentage of calls that can be terminated by the caller without resolution?
Response 32:	See Exhibit A for the project requirements and performance requirements.
Question 33:	Is there a minimum or maximum number of operators and supervisors?
Response 33:	No, as long as the performance requirements in Exhibit A are met.
Question 34:	What are the call center's hours of operation?
Response 34:	Monday through Saturday, 7 AM to 7 PM (See Exhibit A).
Question 35:	What are the required language options?
Response 35:	English and Spanish, at a minimum (Exhibit A, Requirement 2.1 (9)).
Question 36:	What is the required degree of dedication for the call center?
Response 36:	See Exhibit A.
Question 37:	What is the required degree of dedication for the operators?
Response 37:	See Exhibit A.
Question 38:	Are callers required or allowed to connect with a message verification

	system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
Response 38:	No preference has been defined.
Question 39:	What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?
Response 39:	The Vendor shall record the one hundred percent (100%) of phone calls related to customer toll accounts for a rolling 30-day period (Exhibit A, Requirement 2.1 (28)). Recorded conversations shall be retained online for 180 days, after which they will be archived (Exhibit A, Requirement 2.3 (5)).
Question 40:	What are the recording and storage requirements for non-phone communications?
Response 40:	Data retention is defined in Exhibit A, Section 2.3.
Question 41:	What information is to be included in call logs?
Response 41:	At a minimum: Customer Name, Customer Phone Number, Customer Account Info (Transponder/License Plate - if account holder), Date of Call, Time of Call, Duration of Call, Purpose of Call, Resolution, Follow up (if applicable), Account Notes.
Question 42:	What was your average monthly call volume over the past year?
Response 42:	See Exhibit K and the "Collections By Placement Date Report."
Question 43:	What is the current number of seats for operators and supervisors at your existing call center?
Response 43:	Approximately 30.
Question 44:	What is the current average wait time for phone calls?
Response 44:	See Exhibit K and the "Collections By Placement Date Report." Average wait time is not available.
Question 45:	What is the current average handle time for phone calls and other types of communications?
Response 45:	See Exhibit K and the "Collections By Placement Date Report."
Question 46:	What is the current average after-call work time for operators?
Response 46:	See Exhibit K and the "Collections By Placement Date Report."

Question 47:	Over the past year, what is the percentage of calls received in English versus non-English?
Response 47:	Approximately 90%.
Question 48:	Over the past year, what percentage of calls received were in Spanish?
Response 48:	Approximately 10%.
Question 49:	What time of day, days of the week, or times of the year do calls typically peak?
Response 49:	Beginning of the week from approximately 9 a.m. to 2 p.m.
Question 50:	Please reconfirm the due date for this procurement.
Response 50:	October 1, 2020 by 2 p.m.
Question 51:	Please provide the number of accounts and dollar amount of toll debt assigned in calendar year 2019 and calendar year 2018.
Response 51:	See Exhibit K and the "Collections By Placement Date Report."
Question 52:	Please provide total amount of revenue dollars collected by the CSP in calendar year 2019 in calendar year 2018.
Response 52:	See Exhibit K and the "Collections By Placement Date Report."
Question 53:	Please provide the average percentage of accounts that pay within 30 days of the mailing of the first CSP notice.
Response 53:	Approximately 5,000 invoices are paid at the first invoice phase.
Question 54:	Please provide the average percentage of accounts that pay within 30 days of the mailing of the second CSP notice?
Response 54:	Approximately 9,000 invoices are paid at the second invoice phase.
Question 55:	Please provide the average collection rate achieved by the current CSP after 6 months of debt assignment.
Response 55:	At the due date of the second invoice, approximately 15,000 are paid.
Question 56:	Please provide the average collection rate achieved by the current CSP after 12 months of debt assignment.
Response 56:	See "Collections By Placement Date Report."

Question 57:	If the bidder were to submit sample letters and/or notices as part of their submission, could these be submitted as an Appendix and excluded from the page count?
Response 57:	Yes, will be excluded from the count.
Question 58:	Due to the current COVID-19 pandemic, would the Authority consider allowing bidders to submit their proposal responses as an e-submission instead of hard copies, as it will ensure the health and safety of your employees and limit the physical handling of materials?
Response 58:	Yes, email submission is acceptable. It shall be the sole responsibility of the firm to have its package delivered electronically.
Question 59:	Business Rule BR 166 states that the customer may pay the 'outstanding tolls over the phone' when attempting to reregister a vehicle. Should it say 'tolls and fees'?
Response 59:	Yes.
Question 60:	Business Rule BR 169 mentions waiving the collection fees on escalated disputes. How many accounts had fees waived in 2019? What \$ amount of fees were waived? Is the debt collection agency compensated for notices sent on accounts where the fees are waived?
Response 60:	This information is not currently available. The collection agency is not compensated.
Question 61:	Business Rule BR 170 references Appendices that were not included in the documentation. Please provide Appendices AF, AG, AH, AI, AJ and AP.
Response 61:	
Question 62:	Exhibit J – Section 4 states that the account will receive the first collection notice after a grace period of 14 days. Who handles the calls during the 14 day grace period? The debt collection agency or the THEA 1 st party team?
Response 62:	FTE. No data is provided to the Vendor until the grace period is ended.
Question 63:	Exhibit J – Section 4.1 Are debt collection agencies required to offer AMEX and Discover as payment methods?
Response 63:	No.
Question 64:	Exhibit J – Section 4.1 How many images are sent to the debt collection agency with each transaction?
Response 64:	One.

Question 65:	Exhibit J – Section 4 Are debt collection agencies allowed to send a combined notice which would have a comprehensive list of debt owed including the 1 st notice level transactions and fees and the 2 nd notice level transactions and fees to the customer as long as the sent date still falls within the timing guidelines?
Response 65:	Yes, the 2nd notice must include ALL outstanding tolls and fees owed at the date it is issued.
Question 66:	RFP T-00620 What is the average number of 1 st notices sent monthly? What is the AVG number of 2 nd notices sent per month?
Response 66:	See Exhibit K and the “Collections By Placement Date Report.”
Question 67:	RFP T-00620 What is the average number of accounts that are resolved at 1 st notice each month? What are the average number of accounts that are resolved at 2 nd notices each month?
Response 67:	See Exhibit K and the “Collections By Placement Date Report.” . Approximately 5,000 first invoices are paid and approximately 9,000 second invoices are paid monthly within the last 18 months.
Question 68:	RFP T-00620 What is the average number of accounts that have all fees waived each month?
Response 68:	See Exhibit K and the “Collections By Placement Date Report.”
Question 69:	RFP T-00620 Will the debt collection agency get reimbursed for notices that are sent on accounts that are later determined to be exempt and have the fees waived?
Response 69:	No.
Question 70:	RFP T-00620 Introduction – States ‘ Once the delinquent account is fully satisfied, the CSP will also request from THEA the registration hold to be removed from the DHSMV systems.’ Does ‘fully satisfied’ mean the tolls and fees were fully paid?
Response 70:	Yes.
Question 71:	RFP T-00620 Introduction – States ‘The CSP serves the Authority on a turnkey basis as the overall system of records to collect outstanding revenues posted in delinquent toll accounts’ Is the awarded collection agency expected to import all data from the current CSP’s systems including notes, previous notices sent, transactions, etc.?
Response 71:	Yes. A comprehensive transition plan shall be developed by the Vendor to be approved by THEA.
Question 72:	RFP T-00620 Scope of Services II.8 Will THEA allow a credit card surcharge to cover the processing costs?

Response 72:	As stated within Exhibit E, 'The Tampa-Hillsborough Expressway Authority (THEA) will compensate the Vendor for all work ONLY through the payment of fees on collected tolls ("Vendor Fees".)'
Question 73:	Exhibit A – 1.1(5) Are daily operational meetings required just during the project implementation or throughout the life of the project?
Response 73:	The expectation is that daily ops meetings will be held ONLY during the project implementation; shifting to Weekly ops meetings after go-live.
Question 74:	Exhibit A – 1.2 (4) I Does the existing vendor have postdated payment transactions setup? How are these expected to be transitioned?
Response 74:	Yes. A comprehensive transition plan shall be developed by the Vendor to be approved by THEA.
Question 75:	Exhibit A – 1.2 (4) iii Will the existing PO box be transferred from the existing vendor to the new vendor? What are the transactional costs for this lock box? Which company/bank currently provides the lockbox services?
Response 75:	THEA owns the existing P.O. box and Lockbox account. The transactional lockbox costs are paid by Vendor. Wells Fargo currently provides the lockbox services. The Vendor will be added as a manager to the account.
Question 76:	Will THEA update it's website to explain the transition from the existing collection agency to the new collection agency?
Response 76:	No. The existing Vendor will update the website for notification of the transition. The collections website is currently maintained by the current Vendor.
Question 77:	THEA is expecting a comprehensive implementation/conversion project which will have considerable cost. Is THEA willing to pay for the conversion project with a one time charge?
Response 77:	As stated within Exhibit E, 'The Tampa-Hillsborough Expressway Authority (THEA) will compensate the Vendor for all work ONLY through the payment of fees on collected tolls ("Vendor Fees".)'
Question 78:	Exhibit A – 2.1 (9) How many bilingual agents are currently on the project? What is the monthly call count for bilingual calls?
Response 78:	This information is currently not available.
Question 79:	Exhibit A 2.1 (18) – What is the volume/count of the seasonal inserts that expected to be printed and mailed?
Response 79:	This information is currently not available.

Question 80:	Exhibit A 2.1 (37) – What is the average number of evidence packets that are produced on a monthly basis?
Response 80:	This information is currently not available. The current system provides a pre-designed evidence package upon click within the existing Vendor’s back office.
Question 81:	Exhibit A 2.3 (1) – How many images are sent with each transaction to the debt collection agency? How are these images transferred?
Response 81:	One. See Exhibit G.
Question 82:	Exhibit A 2.3 (5) What is the retention period after archival for the recorded conversations?
Response 82:	Upon archiving, they shall be retained for the duration of the contract with THEA.
Question 83:	Exhibit A – Will THEA provide access to the Florida DMV for the agency use in dispute resolution and address updates?
Response 83:	Yes.
Question 84:	Exhibit A 2.5 (7) Please provide the business rules for a partial payment plan.
Response 84:	See Exhibit L.
Question 85:	Exhibit A 2.5 (9) I – Accounts with a toll balance less than \$3.50 are flagged as inactive. Will the debt collection agency be able to recover fees on accounts were the motorist paid the toll but not the fees?
Response 85:	No.
Question 86:	Exhibit A 2.5 (9) iii – What is the volume of accounts that qualified for a 1 st notice but did not qualify for a second due to the motorist only paying the tolls?
Response 86:	This information is currently not available.
Question 87:	Exhibit A 3.3 Please describe the level of integration. What hardware integration is required?
Response 87:	All integration is defined within the Interface Control Documents.
Question 88:	Exhibit A 3.10 Please define complete integration and what is expected?
Response 88:	All integration is defined within the Interface Control Documents.
Question 89:	Service Level B – How do you qualify that the source other than the vendor is reporting accurate information?

Response 89:	The source is irrelevant. The Vendor shall validate any THEA reported Vendor system failures.
Question 90:	Service Level E – Is the Call Abandon Rate measured by the loss of connection prior to connection with a CSR?
Response 90:	Yes.
Question 91:	Service Level F - Is the Call Abandon Rate measured by the loss of connection prior to connection with a CSR?
Response 91:	Yes.
Question 92:	Exhibit K Calls – There are 2 columns in the Calls metrics section for monthly averages. Is column 1 general calls and column 2 Registration Stop calls?
Response 92:	Yes.
Question 93:	Why was the existing contract not extended?
Response 93:	All contract options have exercised.
Question 94:	Can you provide monthly call volumes for 2019?
Response 94:	See Exhibit K for annual call volumes.
Question 95:	Is the collection agency vendor required to support core customer service center processes?
Response 95:	The Vendor shall provide customer support as defined within the RFP.
Question 96:	Considering the current environment, does THEA allow their customer service center and the collection agency vendor agents to work from home?
Response 96:	See Section 2.4 of Exhibit A.
Question 97:	Can THEA provide the historical recovery rates including tolls and fees?
Response 97:	Approximately 5,000 first invoices are paid and approximately 9,000 second invoices are paid monthly within the past 18 months.
Question 98:	Will THEA allow alternative pricing proposals?
Response 98:	No.
Question 99:	What is the average outstanding account balance for the Tampa-Hillsborough Expressway Authority sent to collections?
Response 99:	This information is not currently available.

Question 100:	What is the average monthly number of accounts sent to third party invoicing?
Response 100:	See Exhibit K and the “Collections By Placement Date Report.”
Question 101:	What is the average total monthly dollar value of accounts sent to third party invoicing?
Response 101:	See Exhibit K and the “Collections By Placement Date Report.”
Question 102:	What percentage of outstanding accounts make a payment in full to the Tampa-Hillsborough Expressway Authority following the first delinquent notice?
Response 102:	Approximately 5,000 accounts.
Question 103:	What percentage of outstanding accounts make a payment in full to the Tampa-Hillsborough Expressway Authority following the second delinquent notice?
Response 103:	Approximately 9,000 accounts.
Question 104:	Does the Tampa-Hillsborough Expressway Authority currently own the domain names it expects the offeror to assume ownership of?
Response 104:	No, it is owned by the current Vendor, and may be transferred to the new Vendor or THEA.
Question 105:	What is the average historical liquidation of the third party collection agency(ies) on Tampa-Hillsborough Expressway Authority accounts?
Response 105:	See Exhibit K and the “Collections By Placement Date Report.”
Question 106:	What is the total number of accounts in existing inventory placed with a third party collections agency
Response 106:	See Exhibit K and the “Collections By Placement Date Report.”
Question 107:	What is the dollar value of existing inventory placed with a third party collections agency?
Response 107:	This information is not currently available.
Question 108:	What is the average monthly number of accounts sent to third party collections agency?
Response 108:	See Exhibit K and the “Collections By Placement Date Report.”
Question 109:	What is the average total monthly dollar value of accounts sent to third party collection agency?
Response 109:	See Exhibit K and the “Collections By Placement Date Report.”
Question 110:	THEA has requested information on alternative communication channels and

	payment options. What communication channels and payment options has the Tampa-Hillsborough Expressway Authority currently approved
Response 110:	Mail, email, SMS/phone, walk-in center, website.
Question 111:	THEA has requested information on alternative communication channels and payment options. What communication channels and payment options does the Tampa-Hillsborough Expressway Authority currently offer?
Response 111:	Mail, email, phone, walk-in center, website.
Question 112:	Does the Tampa-Hillsborough Expressway Authority currently utilize an SMS-texting platform to send notices to delinquent account holders?
Response 112:	The existing Vendor provides the contacts to the customer, unless the customer chooses to contact THEA.
Question 113:	Would the Tampa-Hillsborough Expressway Authority consider two-way chat communication to discuss delinquent notices with account holders?
Response 113:	Yes.
Question 114:	Does the Tampa-Hillsborough Expressway Authority currently distinguish between landline and cell phone numbers for account holders?
Response 114:	No.
Question 115:	Would the Tampa-Hillsborough Expressway Authority consider an SMS-texting platform to communicate delinquent notices to account holders?
Response 115:	Yes.
Question 116:	Does the Tampa-Hillsborough Express Authority have an existing and active mobile application?
Response 116:	No.
Question 117:	What percentage of delinquent toll accounts are associated with drivers outside the State of Florida?
Response 117:	Approximately 6%.
Question 118:	How many seasonal inserts did the Tampa-Hillsborough Expressway Authority mail to its customers in 2019?
Response 118:	This information is not currently available.
Question 119:	Will the Tampa-Hillsborough Expressway Authority supply the provider with insert designs to mail to its customers?
Response 119:	Yes, see Exhibit J for currently approved samples.

Question 120:	Will the Tampa-Hillsborough Expressway Authority supply the provider with printed inserts to mail to its customers?					
Response 120:	No, just the digital files.					
Question 121:	Excluding collection notices how many total mailings were sent by the provider in 2019?					
Response 121:	This information is not currently available.					
Question 122:	What is your current collection vendor's resolution rate and collection rate? Collection rate means dollars collected compared to the turnover rate, including discounts. Accounts identified as uncollectable (such as deceased owners or owners in active bankruptcy) are not included in the collection rate.					
Response 122:	See Exhibit K for existing collection rates.					
Question 123:	For calendar years 2018 and 2019, please provide the following information:					
	Collection Year	# of Accounts Placed in Collections	\$ Amount of Accounts Placed in Collections	Total \$ Amount Recovered	Total Amount of Penalties Assessed	\$ Valued Paid to Vendor
	2018					
	2019					
Response 123:	See Exhibit K and the "Collections By Placement Date Report."					
Question 124:	What is the average age of accounts at time of placement with the selected collection vendor? What is the age of the oldest accounts that will be placed with the selected collection vendor?					
Response 124:	See Exhibit I.					
Question 125:	How long will selected collection vendor be able to retain accounts and attempt collection?					
Response 125:	A transition plan will be developed and approved to transition between Vendors, including transition of existing accounts in collections.					
Question 126:	Approximately what percentage of accounts are from out-of-state vehicle owners?					
Response 126:	See Exhibit K and the "Collections By Placement Date Report."					
Question 127:	What is the average dollar value for each toll violation?					
Response 127:	See Exhibit K and the "Collections By Placement Date Report."					
Question 128:	What is the average dollar value for accounts placed in collections?					

Response 128:	See Exhibit K and the “Collections By Placement Date Report.”
Question 129:	In the last 12 months, how many accounts have been recalled?
Response 129:	See Exhibit K and the “Collections By Placement Date Report.”
Question 130:	Can the selected collection vendor offer payment plans? If yes, what are the toll authority’s parameters for payment plans?
Response 130:	See the RFP for requirements related to payment plans.
Question 131:	Can the selected collection vendor negotiate discounts? If yes, what is the criteria?
Response 131:	The Vendor is responsible for collecting the tolls and fees due to THEA. Payment plans are available and defined within the RFP.
Question 132:	What is the average number of transactions per violation notice for each category of debt?
Response 132:	See Exhibit K and the “Collections By Placement Date Report.”
Question 133:	What is the minimum number of transactions needed before a violation notice is sent?
Response 133:	See section 2.5 (9) of Exhibit A.
Question 134:	Can the Authority please provide the average mail return percentage for 2018 and 2019.
Response 134:	See Exhibit K and the "Collections By Placement Date Report."
Question 135:	Does THEA currently have two fulltime employees working at the current vendor’s office? If so, what are their duties?
Response 135:	No. THEA will allocate personnel on a full-time basis, as needed.
Question 136:	Who was the collection vendor prior to ETAN?
Response 136:	The previous Vendor was Linebarger Goggin Blair & Sampson LLP.
Question 137:	Are there alternative retail-based pay points? For example, can a debtor pay an outstanding balance at Wal-Mart or Walgreens?
Response 137:	There are no currently available alternatives.
Question 138:	What estimated or actual dollars were paid last year, last month, or last quarter?
Response 138:	See Exhibit K and the “Collections By Placement Date Report.”

Question 139:	What collection attempts are performed or will be performed internally prior to placement?
Response 139:	No collections attempts are performed before they are submitted to the Collections Agency.
Question 140:	What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?
Response 140:	This information is not currently available.
Question 141:	Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?
Response 141:	Yes. At THEA's sole discretion.
Question 142:	What is the average balance of accounts by category?
Response 142:	This information is not currently available.
Question 143:	What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor by category, including any backlog?
Response 143:	See Exhibit K and the "Collections By Placement Date Report."
Question 144:	What is the current agency's collection/recovery rate by month and category?
Response 144:	See Exhibit K and the "Collections By Placement Date Report."
Question 145:	Will there be an initial larger placement of existing accounts from the prior collection agency or backlog? If yes, what is the volume?
Response 145:	No.
Question 146:	Why is this out for bid at this time?
Response 146:	Contract term is expiring.
Question 147:	What is your level of satisfaction with your current vendor for the same purchasing activity?
Response 147:	Satisfactory.

Bidders MUST acknowledge receipt of this Letter of Clarification by signing, dating and returning the completed Acknowledgement of Receipt of Letter of Clarification/Addendum form with Respondent's proposal.

All other items, conditions, and specifications in the procurement document not specifically changed by the Addendum remain unchanged. Please send all questions to THEA's Procurement Manager, Man Le, via email at Man.Le@tampa-xway.com.

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM and/or LETTER OF CLARIFICATION

Were Addenda issued on this Solicitation?

Yes

No

Were Letter of Clarification issued on this Solicitation?

Yes

No

I (We) hereby acknowledge receipt of the following Addendum/Addenda issued in reference to 7this solicitation by listing the Addenda by number, date and signing the form:

Addendum _____ Date: _____

Addendum _____ Date: _____

Letter of Clarification _____ Date: _____

Letter of Clarification _____ Date: _____

BIDDER:

By: _____
Authorized Signature

Printed Name of Signer

Title of Signer

Date Signed

[END OF ACKNOWLEDGMENT OF RECEIPT FORM]