



## MANATEE COUNTY FLORIDA

May 23, 2013

TO: All Proposers

SUBJECT:

Request For Proposal (RFP) #13-0315FL  
Library Collection Agency Services

### ADDENDUM #1

The following items are issued to add to, modify and clarify the Request For Proposal document. Proposals are to be submitted on the specified time and date due, in conformance with the additions and revision listed herein.

#### Questions and Responses:

1. What will the expected volume be for library collections?

Amount owed over the last three years has averaged \$112,000 per year.

2. On page 10, Section i of RFP#13-0315FL - Library Collection Agency Services, the Scope of Services requests "the Proposer will provide credit check services for the County". Could you please clarify what the requested credit check services entails and the details of the process the County is seeking? Does this refer to reporting overdue patrons to consumer reporting agencies as part of a collection service or separate service to verify the credit of a patron prior to them obtaining credit (in this case, a library card)?

This refers to reporting overdue patrons to consumer reporting agencies.

3. Do you utilize internal collection efforts? If so, how long are the accounts worked internally?

Yes, 60 days.

4. How many agencies are you currently using?

1(one),

5. What is the contingency or flat fee range of these agencies?

22.5% of collection or \$8.95 flat rate per patron.

Office of the County Administrator

Mailing Address: P. O. Box 1000 Street Address: 1112 Manatee Avenue West, Bradenton, FL 34206-1000

WEB: [www.myanatee.org](http://www.myanatee.org) \* PHONE: 941.745.3717 \* FAX: 941.745.3790

6. What is the historical liquidation rates of accounts already placed?  
Information is not available.
7. What is the age of the accounts at date of placement?  
Wide range of age, when account exceeds \$25.00 and our internal efforts of 60 days have failed it is turned over to agency.
8. What is your minimum balance?  
\$25.00
9. Placement frequency, weekly, monthly, quarterly etc.?  
Weekly.
10. What is the estimated monthly placement \$ volume per agency?  
120 patrons and \$9,300 monthly.
11. What is the back log of new accounts not already placed?  
Zero.
12. What are your plans with the accounts already placed with your current agencies?  
When they have been reported to credit bureaus, we hope they will eventually pay.
13. Debt validation: Do you send to customer or to agency to forward on to customer?  
We send to the agency.
14. Do you give your agencies settlement authority?  
No.
15. How long do your third party agencies keep the accounts?  
Until paid in full, if they have been credit reported and depending on individual state laws between 4 -7 years.
16. Do you allow your agencies to report to the credit bureaus?  
Yes.
17. Is there a minimum balance for accounts to qualify for credit bureau reporting?

No. If patron has been sent to agency and has not paid in full, the patron is reported to credit bureau regardless of balance.

18. Do you prefer your remittances be on a Gross or Net Basis?

Gross.

19. Do you provide Agency Comparison Reports (Scorecards)?

No.

20. Beyond Acknowledgements, Status Reports, Production Reports, Statements etc., are there any additional reporting requirements?

No.

21. Are you currently viewing individual accounts and reports online?

Yes.

22. What is your preferred file upload format? Would you like us to recommend one?

We currently use Horizon Debt Collect module.

23. Are all accounts prime?

Yes.

24. Average age?

Varies over the last 5 years since we started program.

25. Is this back log?

Yes.

26. Average account balance?

Varies greatly but it estimates at \$75.

27. What is anticipated forward flow?

We average 120 new patrons per month.

28. Is there a current incumbent, who are they?

Unique Management Services.

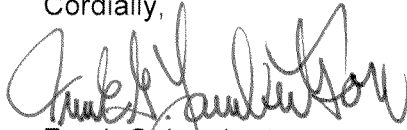
29. What is current collection fee?

We have option of 22.5% or flat rate of \$8.95 per account listed.

No additional questions will be considered after the issuance of this Addendum.

Proposals are to be prepared as instructed in this Request For Proposals and shall be received at Manatee County Purchasing Office, Suite 803, 1112 Manatee Avenue West, Bradenton, Florida, FL 34205 until **4:00 P.M., May 31, 2013**.

Cordially,

A handwritten signature in black ink, appearing to read "Frank G. Lambertson", written over the printed name.

Frank G. Lambertson  
Contracts Negotiator