



City of Fairbanks

City Mayor's Office-Risk/Purchasing

800 Cushman Street
Fairbanks, AK 99701

Phone (907) 459-6779
Fax (907) 459-6731

RFP 25-28 – COLLECTION AGENCY SERVICES

ADDENDUM NO. 1

October 14, 2025

Request for Proposal No.: RFP 25-28
Opening Date and Time: 2:00 PM, October 24, 2025

The City of Fairbanks (City) is responding to questions regarding RFP 25-28 Collection Agency Services as follows:

- 1. Please confirm the anticipated contract term. Section 2.2. on page 8 says the intent is a five-year contract while section 4 on page 9 says the "contract will be for a minimum of one (1) year, with no more than five (5) additional one (1) year options to renew."**

The contract will be for a one-year term with the intent of 4 additional one-year options to renew

- 2. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?**

Location of bidder's proposed location or headquarters will have no bearing on the award as long as they are located within the US.

- 3. How are fees currently being billed by any incumbent(s), by category, and at what rates?**

18.5% on the amount collected

- 4. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?**

Last Year (2024) \$4,874.23, Last Month (Sept 2025) \$148.93, Last Quarter (July-Sept 2025) \$851.15

- 5. Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements?**

Primary placements only

6. If so, should bidders provide proposed fees for secondary placements also?

N/A

7. What collection attempts are performed or will be performed internally prior to placement?

The City attempts to contact the primary person on the account. If no response, the City follows up with an Attorney letter or place a lien on the property for utility billing customers.

8. Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

Yes

9. What is the total dollar value of accounts available for placement now by category, including any backlog?

No Backlog. Ambulance billing referrals for September were \$26,481.01

10. What is the total number of accounts available for placement now by category, including any backlog?

No Backlog. Ambulance billing referrals for September were 29 accounts

11. What is the average balance of accounts by category?

Ambulance Services average balance is \$1,033

12. What billing servicer do you utilize?

Emergency Medical Services are billed by Systems Design West and all other are billed by the City of Fairbanks Finance Department.

13. Have all cases been fully adjudicated by the time of placement?

Yes

14. If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?

Accounts held by incumbent will stay with the incumbent

15. What is your case management/accounting software system of record?

Munis (Tyler Technologies)

16. Who is your electronic payment/credit card processing vendor?

Tyler Cashiering (Tyler Technologies)

17. Can you please indicate what inbound and outbound contact methods, beyond phone calls or letters (such as email and text), would be permitted by the scope of work?

Emails or Zoom/Teams calls

18. Please confirm the due date for responses. Page 1 says 10/24/2025 while page 3 says 10/17/2025.

RFPs are due on 10/24/25.

19. Please clarify submission instructions. The instructions in section 1.5 on pages 4 and 5 imply a hard copy of the proposal is required while section 4 on page 15 stipulates one digital proposal and one redacted digital proposal.

The City requires only (1) hard copy proposal to be submitted. After bid closing we would like one public (redacted) copy of the bid sent via email to purchasing@fairbanks.gov.

20. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Proposers are required to use the Price Form.

21. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

The City is satisfied with the current vendor.

22. Can collections be performed at an offshore location (India)?

No

23. Can this work be performed remotely from home?

Yes

24. Are collection agencies currently being used? If so, how many?

Yes, one collection agency

25. If collection agencies are used, what is the current six month and/or 12 month liquidation/recovery rate of the current collection agency?

Refer to question #4.

26. Will there be out of state patient collections required to be done? If yes, what portion of the inventory

It is possible, would be a very low portion

27. Will there be an initial larger placement of existing accounts from the prior collection agency or backlog?

No, there will be no backlog

28. Apart from EMS what are the expected volumes for other segments the vendor shall receive for the city services

Possible garbage collection services bills, this would be a very small portion with accounts ranging from \$100-\$1,000

29. What is the frequency of placements and volumes?

Placements would happen monthly, September referral amounted to \$26,481.01 over 29 accounts

30. Would the collection agency be expected to add any fees or interest to the assigned placement amount?

Yes, interest would be expected to be assigned

31. Are there any settlement opportunities to be offered to debtors while collecting

Yes

32. For any meetings, can these be via conference call/WebEx or is physical presence required?

Conference call/WebEx would be approved

33. How long would the collection agency retain the accounts? Would the vendor return them at some point, or just at the end of the contract?

Accounts will be retained until the end of the contract, or the statute of limitations is reached

34. What improvements are you looking for in a new vendor?

Not looking for any improvements at this time

35. Can you share the current vendor report showing liquidation/recovery rate by month/age

Refer to question #4.

36. How many vendors do you anticipate will be used going forward?

One vendor

37. Why is this out for bid at this bind?

Current contract limit is being reached

38. Will the vendor be given access to the billing companies/city's system for itemized statement request by a debtor?

No, vendor will need to make those requests to the billing company/city.

39. What is the grace period for claiming commission post account cancellation if the vendor receives payment in mail?

Vendor will have until the end of the following month, to remit any payments to the City.

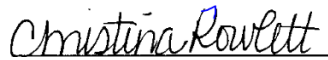
All other terms, conditions, and requirements of the RFP remain unchanged.

This amendment must be acknowledged by manually signing this amendment sheet and submitting it with the sealed bid documents.

All other terms, conditions, and specifications of the original Request for Proposal remain unchanged.

CITY OF FAIRBANKS

ACKNOWLEDGEMENT



Christina Rowlett
Risk Manager/Purchasing Agent

Signature and Date