

Debt Collection Services RFP No. 22-001 Questions & Answers

February 8, 2022

San Diego Community Power (SDCP) received the following questions by the deadline stipulated in the RFP.

Question 1: Does SDCP desire sample copies of standard reports or consumer letters? If so, will attachments be excluded from the 20-page limit?

Answer: Yes, SDCP would like to see copies of standard reports and/or consumer letters. These can be considered as appendices and are excluded from the 20-page limit.

Question 2: Does the two-page cover letter count towards the 20-page limit for the proposal?

Answer: Yes.

Question 3: Does the Certificate of Insurance count towards the 20-page count?

Answer: No.

Question 4: Within the qualification section, question 2, do you mean full time employees dedicated to the account only? Or if their status is that they are full time employees, but this would be one of their accounts in scope?

Answer: The former, only the full-time employees dedicated to our account.

Question 5: Can you please clarify what you mean when you state: "Relevant financial information" to be provided by vendors with our response?

Answer: Financial information such as a balance sheet, income statement, statement of cash flows etc. to show the overall financial health of your organization.

Question 6: Can vendors provide additional information that may expand upon information in our 20-page limit as an Appendix?

Answer: Yes.

Question 7: How would you like us to provide documentation proving a vendor meets the Special Procurement Preferences/Scoring Bonuses requirement?

Answer: Documentation such as a business license, incorporation articles, self-certified work force report etc. would suffice.

Question 8: Are you currently working with a collection agency? If yes, will you be replacing this relationship or adding to it?

Answer: No. San Diego Community Power is currently not working with a collection agency.

Question 9: Can you give an estimate projection for what percentage of overall customer base could be sent to your collections partner on an annual basis?

Answer: In our budget and financial projections for approximately 70,000+ commercial customers, we accounted for an allowance for uncollectible accounts at a rate of 1%.

Question 10: Can you estimate the average remaining outstanding balance for customers sent to collections?

Answer: This is subject to change month over month but generally no Commercial customer will be sent to collections for a past due balance of less than \$20.00.

Question 11: Will services have been altered for those customers sent to collections? If yes, how will they have been altered, and at what time relative to being sent to collections?

Answer: Generally, customers who are sent to collections will be those that have been returned to SDG&E's bundled service and have not made any payments in the last 145 days before the receivable is returned back to SDCP for collections.

