

**The Philadelphia Parking Authority  
701 Market Street, Suite 5400  
Philadelphia, PA 19106**

**RFP No. 25-01  
Supplemental Debt Collection Services  
Addendum One**

To: See Email Distribution List

From: Shannon Stewart  
Manager of Contract Administration

Date: March 6, 2025

No Pages: 4

This addendum is issued on March 6, 2025, prior to the proposal due date to add, delete, modify, clarify and/or to respond to questions submitted by Prospective Offerors regarding the work included in the above referenced solicitation.

**CHANGES TO THE RFP DOCUMENT**

**1. Part III – Criteria for Selection: III-4 of the RFP document has been revised as follows:**

**III-4. Evaluation Criteria.**

The Authority determined that it is not advantageous for it to use a bidding process in order to secure the services of detailed in this RFP because it wished to consider criteria other than price in the award process, in particular, the Offeror’s qualifications and experience.

Proposals will be evaluated consistent with the requirements of this RFP to determine the most responsive Offerors as follows:

- a. Responsiveness of the proposal to the submission requirements set forth in the RFP. Weight: 5%**
- b. Qualification and Experience:** Demonstrated prior experience in providing debt collection services as evidenced in proposal and references. **Weight: 25%**
- c. Key Personnel Weight: 15%**
- d. Technical Response:** The technical ability and capacity of the Offeror to meet the terms of the contract as evidenced by the technical response, financial capacity and past performance. **Weight: 25%**
- e. Proposed fees and costs and changes to the proposed contract** although the Authority is not bound to select the contractor who proposes the lowest fees. **Weight: 20%**
- f. Small and Small Diverse Business Participation. Weight: 10%**

**QUESTIONS**

- 1. Question:** We consider our financial statements to be confidential, proprietary, trade secrets of the firm. Would the Authority permit us to upload our financials to a secure website for the Authority’s authorized reviewers to access and review this information?

**Response: No, financials may be submitted in a separate envelope marked “confidential” with your proposal package.**

**2. Question:** What methodology does the Authority use in splitting accounts between vendors?

**Response: We utilize letter ranges based on the first letter of Debtors’ last names.**

**3. Question:** Does each vendor receive an equal number of accounts?

**Response: No, assignment allocation formulae are based on comparative performance statistics. Contractors with higher recovery rates receive higher allocations of new assignments.**

**4. Question:** If not, how does the Authority ensure that each vendor receive an equitable number of accounts?

**Response: Please see response to Question 3.**

**5. Question:** Please provide a breakdown by current vendor whether each one is performing mailings in house or using a subcontractor. If they are not subcontracting the work, how often are does each vendor perform mailings?

**Response: We do not permit subcontracting of this function. Contractors perform mailings with internal resources as part of their ongoing collection efforts.**

**6. Question:** What Small Diverse Business subcontractors are currently being utilized by the collection vendors for the Authority?

**Response: None.**

**7. Question:** What is the total commission paid to each of the Authority’s current vendors for the last three (3) month?

**Response:**

Contractor 1	\$ 10,980
Contractor 2	\$ 75,030
Contractor 3	\$ 118,043

**Note: Contractor 1 currently assigned solely out of state tickets**

**8. Question:** What is the total commission paid to each of the Authority’s current vendors for the last twelve (12) months?

**Response:**

Contractor 1	\$ 49,014
Contractor 2	\$ 381,257
Contractor 3	\$ 570,573

**9. Question:** What is the total commission paid to each of the Authority’s current vendors for the last four (4) years?

**Response:**

Contractor 1	\$ 223,156
Contractor 2	\$ 1,942,392
Contractor 3	\$ 1,511,353

**10. Question:** Regarding Appendix D “Reference Information” provides space for four (4) references. Are Four (4) references required? If not, how many references are required?

**Response: Offerors must include a minimum of four (4) references.**

**11. Question:** Regarding Debt Volume, C (5) shows fees paid to participating vendors in the pasts 3 months by age of ticket. Can the Authority provide a breakdown of each ticket type by age of ticket?

**Response:**

	Less than 1 year	1 -2 years	2-4 years	> 4 years
Parking	\$ -	\$ 48,399	\$ 24,248	\$ 15,170
Red Light	\$ 34,647	\$ 21,971	\$ 10,762	\$ 5,498
Speed	\$ 15,873	\$ 15,379	\$ 10,460	\$ 1,646

**Note: in current contract set up parking tickets not eligible till aged 1 year**

**12. Question:** Regarding Debt Volume, C (6) states the total commission eligible revenue collected by the three vendors during the past 12 months is \$6,032,095. Please provide a breakdown of the commission rates by each of the Authority's current vendors during the past 12 months.

**Response:**

	<b>Commission Rates</b>			
	Less than 1 year	1 -2 years	2-4 years	> 4 years
Contractor 1	14.00%	17.00%	20.00%	23.00%
Contractor 2	12.23%	14.25%	15.25%	17.95%
Contractor 3	16.25%	16.75%	18.75%	23.75%

**13. Question:** Please provide a breakdown of the commission rates by each vendor for each collection tier. (e.g. parking, red light, speeding?)

**Response: See response to Question 12.**

**14. Question:** Please provide a breakdown of any compensation/fees paid to each of the Authority's current vendors in the past year and for the past four years?

**Response: See response to Questions 8 and 9.**

**15. Question:** Would it be possible for proposing vendors to leverage print/mail shop operations providing they could provide the details in support of the data security operations in place?

**Response: No.**

**16. Question:** Is the Authority willing to sign an NDA to receive the PCI and SOC documents requested in the RFP? We wish to minimize any future data security risk, including having our PCI and SOC information available to outside parties?

**Response: No, the Authority will not execute any NDAs.**

**17. Question:** Will the Authority allow text and email communications to debtors?

**Response: Yes.**

**18. Question:** Approximately what percentage of the inventory has emails on file?

**Response: Approximately 65%.**

**19. Question:** Will the Authority allow subcontracting for text or email vendors?

**Response: No.**

**20. Question:** What section or Tab does the Authority should Proposers include the Small/Diverse Business Participation Form?

**Response: The Small and Small Diverse Business Participation Submittal Form is part of the Proposal Form and must be included in Tab E as stated in the RFP document.**

**21. Question:** The Authority instructs that Proposers should use tabs that extend beyond 8 ½ x 11-inch paper but also indicates that they prefer binder clips. Would the Authority accept the proposal original and copies in a comb binding method which ensures the tabs extend properly and keeps the submissions consistent?

**Response: The Authority prefers proposals submitted without special binding when feasible and extended tabs must be used.**

**END OF ADDENDUM ONE**