

ADDENDUM #3

Request for Quotations
Collection Services
Solicitation No. TP21-8002

Originally Issued December 16, 2020

Touchstone Property Services

Addendum 3 – Issued January 13, 2021

To Offerors:

The following additions, deductions, changes and corrections to the proposal and specifications for the above referenced project shall hereby be incorporated into the work, and their affect on the proposal shall be reflected in the Offeror's proposal. Offerors shall also verify this fact by indicating the receipt of the addendum in their proposal.

QUESTIONS:

- 1. Why has this bid been released at this time?**
Touchstone Property Services does not currently have a vendor for these services.
- 2. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.**
Touchstone Property Services does not currently have a vendor for these services.
- 3. How are fees burrently being billy by any incumbent(s), by category, and at what rates?**
Touchstone Property Services does not currently have a vendor for these services.

1627 WESTERN AVENUE, CINCINNATI, OHIO 45214

Phone: (513) 333-0670 Fax: (513) 977-5606 TDD: (513) 977-5807 Website: www.cintimha.com

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4. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
Touchstone Property Services does not currently have a vendor for these services.
5. What collection attempts are performed or will be performed internally prior to placement?
Property Managers will regularly check with tenant.
6. Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?
Yes.
7. What is the total dollar value of accounts available for placement now by category, including any backlog?
\$56,000.
8. What is the total number of accounts available for placement now by category, including any backlog?
66.
9. What is the average balance of accounts by category?
\$870
10. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?
Greater than 90 days.
11. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?
10-15 per quarter.
12. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?
\$5000 per quarter.

13. 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?
Touchstone Property Services does not have an incumbent vendor for these services.
14. What is your case management/accounting software system of record?
Yardi
15. Who is your electronic payment/credit card processing vendor?
N/A
16. 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?
Upon the award of the contract, TPS will designate a contact person(s) to handle the vendor's case-by-case questions. TPS is looking to see the recommendations of the potential vendors; therefore, the vendor may wish to include such recommendations in their proposal.
17. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?
TPS is looking to see the recommendations fo the potential vendors; therefore, the vendor may wish to include such recommendations in their proposal.
18. How do your current processes and/or vendor relationship(s) handle the death of a responsible party?
TPS is looking to see the recommendations fo the potential vendors; therefore, the vendor may wish to include such recommendations in their proposal.
19. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?
The methodology for collecting the account is developed by the vendor. If this is something that the vendor wishes to employ, please describe this in your proposal.

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- 20. Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims? The methodology for collecting the account is developed by the vendor. If this is something that the vendor wishes to employ, please describe this in your proposal.**
- 21. What are the fees/bill rates for these positions? Please see Attachment A, Fee Submission form – the rates are determined by the vendor as part of their submission.**
- 22. Do I have to fill out some fo the attachments even if they were previously completed when we went through the process of getting signed up as a vendor? Please see Section 4.0 of the QSP document for the quote format, which lists the minimum requirement for a submission for this solicitation.**

END OF ADDENDUM TO DATE 01/13/21

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