

STATE OF DELAWARE
DEPARTMENT OF FINANCE
DIVISION OF REVENUE

January 29, 2014

TO: ALL OFFERORS

FROM: SHARON FERRARA
COLLECTIONS MANAGER

SUBJECT: **ADDENDUM TO REQUEST FOR PROPOSAL NO. FIN 25-06-011101
SECOND REFERRAL COLLECTION SERVICES**

ADDENDUM # 5

This addendum is provided in response to the vendor questions that have been received for the solicitation to Contract No. FIN 25-06-011101.

Is the State looking for our normal collection cycle (workflow) or is there another response you are seeking in this section 3.6, question 6? Can you clarify what is meant by minimum and maximum?

We are looking for your normal collection cycle. By minimum and maximum we are looking for the approximate amount of time spent on an account that we send you. For example, do you send letters and wait a certain amount of time etc.

A narrative of how projected deadlines involving systems updates will be met.

By updates we are referring to internal schedule updates not the completion of interfacing with our system.

What system do you currently utilize with Progressive Financial Services, Inc.? Does it differ from the system you utilize with your first tier collection agencies? If so, what systems do you utilize with them?

We currently use a system that was created in-house and we use it with all of our agencies.

All other terms and conditions remain the same.

S:\ Addendum to proposal