
2640 Fountain View Drive, Houston, Texas 77057 | 713.260.0600 | David A. Northern, Sr., **President & CEO**
Houston Housing Authority Board of Commissioners: LaRence Snowden, *Chair* | Kristy M. Kirkendoll, *Vice Chair*
Dr. Max Miller, Jr. | Stephanie Ballard | Andrea Hillard Cooksey | Kris Thomas

The Houston Housing Authority (“HHA”), has issued this Amendment No. 2 to RFP 23-44 Debt Collection Services for the purpose of:

1. Answering the following Questions submitted to HHA in writing by the specified due date.

Question 1: Would the HHA be able to provide any information on the percentage of or dollar value of accounts that it anticipates will require legal collection services?

Answer 1: Unfortunately, HHA can not predict or anticipate future legal collection debt. However, the 2022 Average Annual Debt Totals can be found in Exhibit A: Scope of Work.

Question 2: Due to the fact that this is an RFP for professional services, we see only limited opportunities to subcontract, with the exception being the use of a Texas-based law firm. In light of the nature of this potential contract, would the Authority kindly consider lowering the M/WBE subcontracting requirement and/or remove the requirement to split the 30% M/WBE subcontracting requirement evenly between one (1) MBE and one (1) WBE? Could we use one firm that qualifies as a both an MBE and WBE or just either an MBE or WBE?

Answer 2: The Houston Housing Authority is committed to connecting Women, Minority, and Disadvantaged Business Enterprises with HHA opportunities while cultivating a competitive and diverse economic environment. HHA’s goal is overall 30% toward M/WBE, which may include 15% MBE and 15% WBE.

Question 3: Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Answer 3: The deadline for this RFP is October 31, 2023 at 2PM CST.

Question 4: Why has this bid been released at this time?

Answer 4: HHA is in need of securing debt collection agency to recapture outstanding debt owed by past vendors, tenants and landlords.

Question 5: When is the anticipated award date?

Answer 5: The anticipated award date is expected to be around December of 2023.

Question 6: 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?

Answer 6: Bidders can submit an alternate fee structure and or create their own pricing categories. All proposals will be evaluated based off of the criteria outlines within the RFP.

Question 7: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer 7: Previous debt collection vendor operated within requirements of agreement.

Question 8: Has the current contract gone full term?

Answer 8: Yes, the current contract has gone full term.

Question 9: Have all options to extend the current contract been exercised?

Answer 9: Yes, all options to extend the contract has been exercised.

Question 10: Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer 10: NRA Group, LLC d/b/a National Recovery Agency. The effective contract date was October 2016.

Question 11: To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Answer 11: HHA does not have a location preference. However, location of the firm may be a tie breaking point if two vendors are evaluated with the same score.

Question 12: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer 12: Collection agency collects and sends HHA the amount owed minus their fee. We do not disclose incumbent pricing during an open solicitation.

Question 13: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer 13: We do not have this information at this time.

Question 14: To how many vendors are you seeking to award a contract?

Answer 14: HHA is looking to award only one contract.

Question 15: To what extent are these accounts owed by private consumers versus commercial businesses?

Answer 15: They are all owned by consumers.

Question 16: Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

Answer 16: This decision will be decided on a case-by-case basis with HHA's General Counsel determining approach.

Question 17: What is the total dollar value of accounts available for placement now by category, including any backlog?

Answer 17: Unfortunately, HHA cannot predict or anticipate future legal collection debt. However, the 2022 Average Annual Debt Totals were \$499,400, including 322 Annual Unpaid Accounts.

Question 18: What is the total number of accounts available for placement now by category, including any backlog?

Answer 18: We do not have this information at this time.

Question 19: What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

Answer 19: We do not have this information at this time.

Question 20: What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement?

Answer 20: We do not have that information at this time.

Question 21: What billing servicer do you utilize?

Answer 21: Currently, HHA utilize Emphasys Elite to manage tenant accounts and notes. However, the agency will soon transfer over to Yardi.

Question 22: Have all cases been fully adjudicated by the time of placement?

Answer 22: No, all cases have not been adjudicated.

Question 23: 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?

Answer 23: The company that is awarded the contract will be responsible for all bills currently outstanding.

Question 24: What is your case management/accounting software system of record?

Answer 24: Currently, HHA utilize Emphasys Elite to manage tenant accounts and notes. However, the agency will soon transfer over to Yardi.

Question 25: Who is your electronic payment/credit card processing vendor?

Answer 25: We do not have this information at this time.

Question 26: 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?

Answer 26: The vendor should follow all criteria outline within the RFP Scope of Work.

Question 27: How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

Answer 27: No policy currently exists.

Question 28: How do your current processes and/or vendor relationship(s) handle the death of a responsible party?

Answer 28: No policy currently exists.

Question 29: Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?

Answer 29: No policy currently exists.

Question 30: Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

Answer 30: No policy currently exists.

Question 31: 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?

Answer 31: The vendor will be allowed to collect debt within the legal laws of the state of Texas.

All other terms and conditions in the solicitation shall remain the same.

10-26-2023

Date

Austin Crotts

**Austin Crotts
Procurement Manager
Houston Housing Authority (HHA)**



A Fair Housing and Equal Employment Opportunity Agency. For assistance: Individuals with disabilities may contact the 504/ADA Administrator at 713-260-0353, TTY 713-260-0547 or 504ADA@housingforhouston.com