



The Sewerage & Water Board OF NEW ORLEANS

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November 29, 2023

Addendum No. 1

Your reference is directed to the Request for Proposal for: **2023-SWB-78 Debt Collection Agency Services** for the Sewerage and Water Board of New Orleans which proposals are due on **December 4, 2023**, at **11:00 a.m.** CST.

This Addendum serves to address the following:

1. Answer to Questions

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1. What is the average balance of the accounts?

\$2100

2. What is the current quantity of accounts that will be forwarded to the winning agency at the program's launch?

Unknown. Our current Collections processing averages 5000/month.

3. How frequently are new accounts placed with the winning agency and what is the expected volume of new placements?

Monthly

4. What is the historical recovery rate?

Less than 5%

5. What documentation is required when reporting bankruptcies and deaths?

Court documents/death certificates

6. What is the current rate paid to the incumbent agency?

15% of what is collected.

7. What is the expected volume of accounts per Anum?

72000

8. Do you plan on extending the due date?

At this time, the due date will not be extended. All proposals are due by December 4, 2023, at 11:00 a.m. (CST).

The changes, additions, and/or deletions included herein are hereby made part of the solicitation documents for 2023-SWB-78 Debt Collection Agency Services, as fully and completely as if the same were set forth therein. The bidder shall be responsible for having knowledge of all addenda issued for this RFP.

This addendum consists of two (2) pages.

***** END OF ADDENDUM ****