



**STATE OF HAWAII  
OFFICE OF HAWAIIAN AFFAIRS  
560 NORTH NIMITZ HIGHWAY, SUITE 200  
HONOLULU, HAWAII 96817**

July 18, 2022

**REQUEST FOR QUOTES (RFQ) NO. LLP 2022-040  
DEBT COLLECTION SERVICES FOR KAKAAKO MAKAI**

**Addendum No. 2  
Response to Questions**

- 1. Q: What is the anticipated number and total dollar amount of accounts to be assigned for collection per month our per year for the term of contract?**

A: No previous need for collection services. This solicitation is seeking collection services for one (1) single account (judgment) at this time.

- 2. Q: Are there any accounts that are with a previous agency under a current/prior contract that would be moved to this contractor? If so, what is the number and dollar amount?**

A: N/A

- 3. Q: Is there a backlog of accounts that have not been previously placed with an outside collection agency that have been held and will be initially placed once this contract is implemented? If so, what is the number and dollar amount?**

A: N/A

- 4. Q: What is the historical collection percentage (amount collected divided by the amount placed) from collection agencies on current/prior contracts?**

A: N/A

- 5. Q: What is the historical amount collected by current/prior contracted collection agencies?**

A: N/A

6. **Q: What is the current/prior contingency fee paid to collection agencies?**  
A: N/A
7. **Q: What percent of the accounts to be placed for collection are consumers versus commercial businesses?**  
A: 100% Commercial
8. **Q: Will legal services (litigation) be authorized on any accounts that meet qualifying criteria?**  
A: No, not at this time.
9. **Q: Are there any requirements related to the geographic location at which the awarded contractor performs the collection activities?**  
A: No, however, firms based in Hawai'i are preferred.
10. **Q: On a going forward basis, per month, what is the overall volume of accounts (number of accounts and total dollar value of accounts) that you anticipate referring to each contracted vendor for collections?**  
A: N/A
11. **Q: How frequently will accounts be transmitted to the collection agency?**  
A: N/A
12. **Q: What is the average balance of the accounts you will refer for collections?**  
A: Current Balance is less than \$250,000.
13. **Q: What is the average age of the accounts you will refer for collections?**  
A: Current Age is less than 180 days.
14. **Q: What is the age of the oldest accounts you will refer for collections?**  
A: 133 days.

15. **Q: What collection attempts are made prior to placement with a collection agency?**

A: Previous attempts via third-party service provider prior to legal action (judgment).

16. **Q: Please note that in 2016 the Attorneys General of 32 states entered into compliance agreements with all three major consumer credit reporting agencies (“credit bureaus”), which prohibit reporting any debt that did not arise from a contract or agreement to pay. All private collection agencies are required to comply with this change, and the credit bureaus will not accept reporting of non-consensual debt obligations. Contractor agrees to adhere to the requirements outlined in the RFP as permitted by law, but in general, most government receivables cannot be credit reported. Is this acceptable?**

A: Yes, please report as permitted by law.

17. **Q: What results, metrics, and/or processes are you seeking to improve or enhance under this contract?**

A: Collection of the delinquency, whole or in part, is desired.

18. **Q: Have all cases been fully adjudicated by the time of placement?**

A: Yes.