



**TOWN OF STRATFORD
RFP #2014-023**

**ADDENDUM #2
Issued 5/19/14**

Collections Service for Delinquent Taxes

The following are responses to questions submitted.

- What is the historical average number of letters sent to a delinquent taxpayer before payment is received? In the past we sent only one reminder
- What is the time frame between each letter in both Phase I and Phase II?
To be determined
- Are delinquent Town of Stratford taxpayers reported to credit bureaus?
We have a Collection agency
- What is the payment pattern history for the Town after sending letters; in other words, at what points do your tax payers pay after receiving letters?
Don't know we only sent one letter in the past
- The RFP indicates the "Town to approve all communications (form letters or scripts of voice communications . . ." Does the Town have samples of the 'scripts of voice communications' currently used? If not, what are the Town's expectations of calls received from a taxpayer as a result of a letter? We will provide
- The RFP states that ". . . an opinion of counsel will be required to that effect." Does this refer to the Town's counsel or the proposing firms counsel? We need in write from your counsel.

Regarding the costs of services, is the opinion of counsel to be based on CGS 12-166 and 36a-800 et. seq. or does the Town require review and opinion of any other statutes or Town ordinances? This is based on CGS 12.166 and 36a-800.

Regarding required condition #1, when you state a "flat rate per account serviced" to which of the following are you referring:

- a. A percentage of the amount due that is added to the tax as allowed by CGS 36a-805 and which does change over time as interest accrues; A new file will be sent before each mailing to insure proper interest is charged.
- b. A single amount that does not change over time that would be paid by the obligor regardless of the amount due; or The amount of you are charging per account.

A single amount that does not change over time that is paid by the Town regardless of the amount due and not added to the amount owed by the obligor? A new file will be sent before each mailing to insure proper interest is charged.

What tax collection software system does the Town currently use? Quality Data S

Will the tax office process all payments that are made during the term of a contract? If so, will the collection agent earn its fee on any and all payments regardless of how or why the payment was made? The tax office will be doing the collection. Payments will be sent to the bidder per agreed contract.

Michael Bonnar, Purchasing Agent