



MARINA COAST WATER DISTRICT

AND GROUNDWATER SUSTAINABILITY AGENCY

COLLECTION SERVICES RFP

QUESTIONS AND RESPONSES FROM PROSPECTIVE PROPOSERS

Issued: July 24, 2026

Question	District Response (Draft)
1. Please provide the anticipated portfolio to be assigned under this contract, including the estimated number of accounts, expected monthly referral volume, total estimated dollar value, average account balance, largest account balance, average age of accounts, aging by category, and whether there is an existing backlog of accounts.	The District does not guarantee any minimum number of accounts or dollar value to be assigned under this contract. Account referrals will be made on an as-needed basis at the District's sole discretion. Historical portfolio information is not available for release.
2. Please provide historical placement activity for the past three fiscal years, including the number of accounts referred, total dollar value placed, recovery rates, recovery dollars, commissions paid, and average annual placement volume.	Historical placement, recovery, and collection performance information is not available for this solicitation. Proposers should base their proposals on the requirements contained in the RFP.
3. Is the District currently utilizing a collection agency? If so, please identify the incumbent provider, the length of the relationship, whether the contract has reached its full term, whether renewal options have been exercised, current contingency or commission rates, annual fees paid, and recent recovery performance.	The District currently utilizes collection services. The identity of the incumbent vendor, contract terms, pricing, and performance information will not be disclosed as part of this procurement.
4. At what point are delinquent utility accounts referred to collections (e.g., number of days after the final utility bill)? What collection activities does the District perform before referring accounts to the selected agency?	Accounts will be referred after the District has completed its internal collection efforts and the accounts meet the District's established delinquency criteria. The timing of referrals may vary based on operational needs.
5. Please confirm the correct contract start date, initial contract term, and number of available renewal options, as different sections of the RFP reference different dates and renewal periods.	The initial contract term shall commence upon execution of the agreement and continue for one (1) year. The District may, at its sole discretion and by mutual written agreement of the Parties, exercise optional annual renewals as provided in the RFP.
6. Does the District intend to award this contract to a single firm or multiple firms?	The District anticipates making a single contract award.

7. What is the estimated annual contract value or anticipated annual recoveries under this contract?	The District cannot estimate the total contract value because referrals will vary throughout the contract term.
8. Does the District prefer a contingency fee structure, a flat-fee structure, or another pricing methodology? Will tiered contingency pricing be accepted based on account age, placement, account type, or balance?	The District requests contingency-based pricing as identified in the Fee Proposal. Proposers may submit alternative pricing for the District's consideration.
9. Will the selected contractor be permitted to recover collection fees from debtors where allowed by law, or will compensation be limited to contingency fees paid by the District?	All fees and collection activities shall comply with applicable federal and California law and the executed Professional Services Agreement.
10. Will payment arrangements be permitted? If so, what approval thresholds or parameters apply?	The District will not offer or administer payment arrangements for accounts that have been closed and referred to collections. The collection agency may, at its discretion, establish and administer payment arrangements directly with the former customer in accordance with its standard practices and applicable law. Any such arrangement shall be solely between the collection agency and the former customer and shall not be represented as a District payment plan. The collection agency may not reduce, waive, settle, or otherwise modify the amount owed without the District's prior written approval.
11. Should customer payments be remitted directly to the District or may they be processed through the contractor's payment portal?	Payment processing procedures will be finalized during contract implementation. The successful proposer shall coordinate reconciliation and remittance procedures with the District.
12. Is credit bureau reporting required for delinquent accounts, optional at the District's discretion, or not desired?	Credit reporting may be utilized where appropriate and in compliance with applicable law. The District reserves the right to determine when credit reporting will be used.
13. Is the selected contractor expected to communicate by mail, telephone, email, and text messaging? Are physical collection letters required?	The contractor shall utilize communication methods that comply with applicable federal and California debt collection laws. Specific communication procedures will be established during implementation.
14. Beyond the reporting identified in the RFP, are there additional performance measures or service-level expectations?	The reporting requirements identified in the RFP represent the District's minimum requirements. Additional reports or performance metrics may be requested during the contract term.
15. Are there any proposal page limits, required forms, or formatting requirements beyond those identified in the RFP?	No additional proposal formatting or page limitations are required beyond those identified in the RFP.

16. Attachment A appears to reference an unrelated procurement. Will the District issue a revised Professional Services Agreement specific to this solicitation?	Yes. A revised Professional Services Agreement specific to this collection services procurement will be issued by addendum and shall replace the incorrect attachment included in the original solicitation.
17. Please clarify the required insurance limits, including the Professional Liability and Commercial General Liability requirements.	The insurance requirements contained in the revised RFP govern this solicitation. The required Professional Liability (Errors & Omissions) coverage is \$2,000,000.
18. May proposers submit requested exceptions to the Professional Services Agreement or Non-Disclosure Agreement?	Yes. Proposers may identify requested exceptions within their proposals. The District reserves the right to accept, reject, or negotiate any requested exceptions.
19. Should the Non-Disclosure Agreement (Attachment B) be submitted with the proposal or executed after award?	The Non-Disclosure Agreement is not required with the proposal. The successful proposer shall execute the Agreement prior to contract execution.
20. What improvements or enhancements is the District seeking from a new collection services provider?	The District seeks a qualified contractor that provides professional, compliant, customer-focused collection services with accurate reporting, strong regulatory compliance, responsive customer service, and effective recovery of delinquent accounts.
21. What customer information will be included with each account referral?	The District will provide the information reasonably necessary to perform the contracted services, subject to applicable privacy laws and the executed Non-Disclosure Agreement.
22. What is the anticipated implementation or go-live date following contract award?	Implementation is anticipated to begin following execution of the Professional Services Agreement. The schedule may be adjusted by mutual agreement of the Parties.
23. Why is the District issuing this solicitation?	The District is issuing this Request for Proposals to competitively procure professional collection services in accordance with District purchasing policies and applicable California public contracting requirements.