



MARTIN O'MALLEY
Governor

ANTHONY BROWN
Lieutenant Governor

T. ELOISE FOSTER
Secretary

**Amendment #4 to Request for Proposals (RFP)
Central Collection Unit
Debt Collection Services
Solicitation No. F10B540006
November 5, 2014**

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below. New language has been double underlined and marked in bold (ex. **new language**), and language deleted has been marked with a strikethrough (ex. ~~language deleted~~).

1. AMEND Section 3.2.1.2 of the RFP as follows:

3.2.1.2 As part of the Contractor's collection procedures described in 3.2.1.1., the Contractor's collection procedures shall include, at a minimum, the following recovery efforts for all Accounts except the toll violation transactions (see Section 3.1):

- A. Three monthly telephone calls to each debtor;
- B. **An initial notice/dunning letter to each debtor with debts of \$100 or more sent upon referral of an Account; and** ~~One monthly dunning letter to each debtor with escalating consequences on debt amounts of \$100 or more; and~~
- C. Skip tracing procedures if a debtor's address is identified as undeliverable by the United States Postal Service.

Issued and authorized by

<signed>
Rachel Hershey
Procurement Officer

~Effective Resource Management~