



April 16, 2026

To: All Prospective Contractors

RE: “**DRR26009, Debt Collection on behalf of CalRecycle**”

**Addendum No. 1  
To the Invitation for Bid (IFB)**

CalRecycle is issuing Addendum No. 1 to provide the following information.

1. Attached is a list of all businesses who have expressed an interest in the contract to date (Attachment 1).
2. Revisions have been made to the IFB within the electronic bid system, and a Summary of Changes is available at:

[https://sb.cityinnovate.com/teams/calrecycle?challenge\\_id=16768](https://sb.cityinnovate.com/teams/calrecycle?challenge_id=16768)

3. The revisions will replace all prior versions of the IFB. Text additions are displayed in bold and underlined. Text deletions are displayed as strike-through. Below is a list of changes that were made:
  - IFB Cover and Main Template:
    - 1.10 Process Schedule
  - Attachment 5 has been corrected to reflect the correct attachment number.
4. The following questions were received during the Questions and Answers period.

Q 1	To what extent will the location of the bidder’s proposed location or headquarters have a bearing on any award?
A 1	The location of the bidder and their headquarters are not relevant. The bidder must be eligible to perform work in the state of California. The bidder shall comply with all federal and state debt collection laws at all times.
Q 2	How are fees currently being billed by any incumbent(s), by category, and at what rates?
A 2	We are being billed based on the percentage of debt collected and age of debt.

Q 3	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
A 3	Our current contract period is for 33 months, and as of today, we have paid: March 2026: \$1,045.44 1Q26 (Jan- March 2026): \$615.00 2025 – (Jan- Dec 2025): \$11,993.96
Q 4	To what extent are these accounts owed by private consumers versus commercial businesses?
A 4	The accounts are a mixture of private, government and commercial accounts, but the majority are private.
Q 5	What is the total dollar value of accounts available for placement now by category, including any backlog?
A 5	Currently, we have approximately \$1,000,000.00 in outstanding receivables. The amount varies based on liquidation.
Q 6	What is the total number of accounts available for placement now by category, including any backlog?
A 6	There are approximately 450 accounts. An estimated 35 accounts are ready for placement at the beginning of the contract. There are numerous additional accounts that need to be reviewed before placement. We expect a higher number of accounts in the early stages and a decrease as the contract continues.  Government: 6 Accounts Commercial: 81 Accounts Private: 363 Accounts
Q 7	What is the average balance of accounts by category?
A 7	Amounts vary based on the account category and are subject to change based on payments received. The average balances are approximately \$250,000.00-\$500,000.00
Q 8	What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?
A 8	Initially, there will be a higher number of accounts; however, once accounts are established, the Contractor can expect to be assigned an estimate of 5-15 accounts per quarter.

Q 9	What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?
A 9	There is a high degree of variance in monthly placement volumes. Due to these significant fluctuations, we cannot provide a definitive dollar amount.
Q 10	What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement?
A 10	The current debt collection is liquidating 22-25%
Q 11	What billing servicer do you utilize?
A 11	We service billing internally.
Q 12	Have all cases been fully adjudicated by the time of placement?
A 12	No, not all cases have been fully adjudicated by the time of placement.
Q 13	If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?
A 13	Yes, all accounts held by the current contractor and backlogged accounts will be transferred to the new vendor once they are deemed ready for collections.
Q 14	What is your case management/accounting software system of record?
A 14	We use FI\$CAL, DORIIS and Excel.
Q 15	Who is your electronic payment/credit card processing vendor?
A 15	ACI Payments.
Q 16	Can you please indicate what inbound and outbound contact methods, beyond phone calls or letters (such as email and text), would be permitted by the scope of work?

A 16	Reference Exhibit A: Scope of Work 5. Task C.01.g; Exhibit A: Scope of Work Task C.06 Communication/Documentation in the IFB Sample Agreement
Q 17	Please reconfirm the due date for this procurement by providing it in response to answers to questions.
A 17	The final filing due date is April 23, 2026, at 2:00 PM.
Q 18	When is the anticipated go-live date?
A 18	The anticipated go-live date is July 1, 2026.
Q 19	When is the anticipated contract start date?
A 19	Reference A18.
Q 20	When is the anticipated award date?
A 20	The anticipated award date is May 18, 2026.
Q 21	Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
A 21	Bidders may not deviate in any way and must submit their quotes based on the instructions in Attachment 5: Cost Bid Sheet.
Q 22	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
A 22	We were satisfied with the incumbent. The vendor was always available when needed, responded to inquiries in a timely manner, and kept us informed about changes to the law.
Q 23	Is it a consumer/residential (B2C) or commercial (B2B) opportunity?

A 23	This is a B2B Commercial opportunity.
Q 24	Approximately 450 accounts- What is the average balance size?
A 24	Our invoices range from \$100 to \$300,000, which makes a single average amount difficult to define. The amount depends on the type of invoice and the volume assigned to the debt collection agency; however, we estimate the median balance to be approximately \$1,000.
Q 25	What is the total \$\$ amount?
A 25	Currently our outstanding Accounts Receivables are approximately \$1,000,000 to \$1,500,000.
Q 26	How old are the accounts?
A 26	The oldest accounts are 10 years old.
Q 27	Is this a one-time cleanup? If not, what would be the forward flow (weekly, monthly, quarterly, or yearly placements)
A 27	No, the cleanup would not necessarily be a one-time activity. The forward flow could be monthly or quarterly. This depends on how many invoices are not liquidated on time and need to be escalated to a debt collection company.
Q 28	Is there a current collection agency in place?
A 28	Yes, the current collection agency is Cedars Business Services, LLC.
Q 29	Is there anything specific you are looking for in a partner?
A 29	CalRecycle's expectation of a partner is to provide good communication and collaboration, and to maintain an online system with easy account access that allows CalRecycle to view the progress of collections efforts. In addition, the Contractor must demonstrate success in collecting debts, strictly adhere to all contractual obligations, and ensure that deliverables are submitted in a timely manner.

All other terms, conditions, and requirements of this IFB will remain the same.

If you have any questions relating to this solicitation process, please contact me by e-mail at [contracts@calrecycle.ca.gov](mailto:contracts@calrecycle.ca.gov).

Sincerely,

Melissa Atencio  
Contract Analyst, Administrative Services Branch

## Interested Parties Listing for IFB DRR26009

CalRecycle has not confirmed the certification status of firms who have identified themselves as CA Certified Small Business (SB) or Disabled Veterans Business Enterprise (DVBE).

Contact Name	E-Mail	Company	Address	Business Description	SB	DVBE	Interested as Prime	Interested as Subcontractor
Danen Shiek	dshiek@armsolutions.com	ARM Solutions	2455 Teller Road, Suite 150 Thousand Oaks, California 91320	ARM Solutions is a seasoned provider of debt collection services within the waste and recycling industry. We currently perform all tasks outlined in the contract summary for clients including Waste Management, Waste Connections, Waste Pro, and many others. As a California-based company, where the majority of our employees are located, we are well-suited to successfully fulfill the requirements of this contract.	No	No	Yes	No
kurt Bidnet	gbs@bidnet.com	bidnet	15 British American Blvd  Latham, New York 12205	None Provided	No	No	Yes	No
Steave Walse	rfalerts@gmail.com	SevenOutsource	113 Barksdale	None Provided	No	No	No	No

Contact Name	E-Mail	Company	Address	Business Description	SB	DVBE	Interested as Prime	Interested as Subcontractor
			Professional Center Newark, Delaware 19711					
Jake Cohen	jake.cohen@caine-weiner.com	Caine and Weiner	5805 Sepulveda blvd 4th floor Sherman Oaks, California 90025	Caine & Weiner provides receivables-to-cash solutions supporting government agencies with the recovery of delinquent accounts while maintaining compliance and protecting public trust. We offer both Consumer and/ or Commercial collection services tailored to the unique requirements of state and regulatory environments. Our experience includes the recovery of government receivables such as regulatory fees, administrative penalties, grant overpayments, and cost recovery obligations. We understand the importance of balancing effective recovery efforts with compliance, transparency, and constituent sensitivity. In addition, we bring expertise in managing high-volume receivables and complex account portfolios, helping agencies improve recovery rates on aged and difficult-to-collect accounts while reducing internal workload. Caine & Weiner	No	No	Yes	No

Contact Name	E-Mail	Company	Address	Business Description	SB	DVBE	Interested as Prime	Interested as Subcontractor
				has been in business for over 95 years, with over 400 employees and is headquartered in Los Angeles, California.				
Steave Walse	rfpalerts@gmail.com	SevenOutsource	113 Barksdale Professional Cen Newark, Delaware 19711	None Provided	No	No	No	No