

December 26, 2013

**Request for Proposal
for
Collection Services
dated November 4, 2013
as Amended on December 16, 2013**

Questions and Answers

- Q1. We request modification to Appendix D, BATA's Standard Professional Services Agreement, Article 9, INDEMNIFICATION.
- A1. Not accepted. The language shall remain as written and included as Appendix D, BATA's Standard Professional Services Agreement, in the BATA Collections RFP dated November 4, 2013 as amended on December 16, 2013 by Addenda No. 1.
- Q2. We request the addition of Article 31, LIMITATION OF DAMAGES, to Appendix D, BATA's Standard Professional Services Agreement.
- A2. Not accepted. The language shall remain as written and included as Appendix D, BATA's Standard Professional Services Agreement, in the BATA Collections RFP dated November 4, 2013 as amended on December 16, 2013 by Addenda No. 1.
- Q3. We request the addition of Article 32, REPRESENTATIONS AND WARRANTIES of BATA, to Appendix D, BATA's Standard Professional Services Agreement.
- A3. Not accepted. Please see notes below:
- a. At the time the accounts are sent to collections, BATA believes them to be a just debt. However, due to the nature of the accounts, the statuses are subject to change. Account status changes including bankruptcy are part of the file exchanges as described in Appendix A, Scope of Work, Item 12.d of the RFP. As a matter of course, BATA will promptly notify the CONTRACTOR in writing when it receives notice concerning any bankruptcy filings by debtor.
 - b. At the time accounts are referred to collection, BATA believed the information to be accurate. However, due to the nature of the accounts, account status and information are subject to change. When account information has changed, BATA will notify the CONTRACTOR via an electronic file exchange, email, or in writing. Every account sent to collection will include the identity of the debtor and balance of the account.
 - c. Date of delinquency is provided to CONTRACTOR by BATA, however, account status is subject to change.