



PURCHASING DEPARTMENT

COLE COUNTY COMMISSION

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To: All Interested Parties
From: Jessica Bryant, Cole County Purchasing Agent
Date: July 25, 2025
Re: Addendum One to Cole County Bid No. 2025-28 Collection Services for Delinquent Ambulance Service Accounts

The following information hereby becomes part of the above-referenced Request for Bid and shall be fully considered in the preparation of your response.

1. The RFP states that “Subcontracting of any portion of the contract will not be permitted.” As the County is asking for litigation services on some accounts, only a Missouri-based law firm or a collections firm employing a lawyer licensed in Missouri would be able to meet this requirement as written, would the County consider making an exception to this term to allow for the subcontracting of litigation services (to a qualified local firm)? If no, will the County amend the RFP to clarify that legal services must be handled in-house by a Missouri-licensed attorney and require proof of compliance with the proposal.
 - The County will consider collection firms subcontracting legal services. If awarded, the contract shall clearly state the legal firm is representing and performing actions on behalf of the collections firm and not representing the County. Collection firms electing to utilize a subcontracted legal firm shall add this as a “discussion point” for the response in a similar manner to other items outlined in the RFP Section 4.4 “Scope of Work”.
2. Has the current contract gone full-term?
 - The current contract will terminate at the end of August.
3. If awarded, may a contractor meet with the County virtually using a teleconference platform that is convenient to the County, like Teams or Zoom.
 - Yes, virtual meetings are acceptable for any meetings stipulated in the RFP.
4. Does the County have any preferences for how funds will be remitted, like via Electronic Fund Transfer (EFT) or check?
 - The County would prefer funds be remitted via check to a County held lock box. EFT and/or other methods proposed by the firm should be outlined in the discussion section requested in section 4.4 of the RFP.
5. Does the County want the entire E-Verify MOU to be included or just the electronic signature page?
 - Please include the entire E-Verify MOU.
6. Does the County have any specific insurance coverage requirements, like \$1,000,000 Professional Liability insurance?
 - No, if you have it as a vendor, you may submit that information.
7. In the Scope of Services section on page 11 of the RFP the County requests a “Discussion of the remittance procedure.” Is this referencing remittance of funds to the County by the contractor or the payment options

we will provide to County account holders, like an online payment portal and the ability to accept checks and money orders?

- This is related to remittance from the firm to the county. As previously noted, the County prefers checks remitted to a County held lockbox. However, any other proposed remittance options should be listed by the firm.
8. How are fees currently being billed by any incumbent(s), by category, and at what rates?
 - Fees are not billed to the County. Any fees due to the firm shall be withheld as a percentage from the actual dollar amount collected by the firm.
 9. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
 - Fees are not paid by the County.
 10. Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also?
 - All accounts will be primary placements. The firm providing services will be the sole firm working on the County's behalf.
 11. What collection attempts are performed or will be performed internally prior to placement?
 - The County does not perform internal collection actions prior to placement. Defaulted accounts are submitted directly from the County's billing agency.
 12. Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?
 - Yes.
 13. What is the total dollar value of accounts available for placement now by category, including any backlog?
 - Accounts placed via this contract are any accounts defaulted on or after 9/1/2025. Any accounts prior to 9/1/2025 are not applicable to this contract. The estimated dollar amount of accounts is \$225,000 per month.
 14. What is the total number of accounts available for placement now by category, including any backlog?
 - Zero.
 15. What is the average balance of accounts by category?
 - The average balance of each account is \$1,363.00
 16. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?
 - Accounts are considered in default after 90-120 post billing with no payment.
 17. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?
 - Over the last 12-month period, an average of 165 accounts per month have been placed for collection.
 18. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?
 - The estimated dollar amount is \$225,000 per month.
 19. 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?

- The estimated return over the last 6 months is 1.04%. The County does not issue performance requirements.
20. What billing servicer do you utilize?
- Digitech.
21. Have all cases been fully adjudicated by the time of placement?
- Yes.
22. 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?
- No.
23. What is your case management/accounting software system of record?
- N/A
24. Who is your electronic payment/credit card processing vendor?
- Central Bank.
25. 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?
- The firm should outline their proposed methods as a discussion narrative in the “Scope of Work” section of their submitted proposals.
26. Please reconfirm the due date for this procurement by providing it in response to answers to questions.
- August 14, 2025 at 3:00 pm CST
27. When is the anticipated contract start date?
- 9/1/2025
28. When is the anticipated award date?
- 8/19/2025
29. Can you please provide greater details providing your bid bond and/or performance bond requirements related to this contract? For example, what is required with the proposal, and what is required to comply during the term of the contract?
- There is no bonding requirements.
30. 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 I no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own categories?
- See Section 3.5.7.
31. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
- The County has no response to this question.

The bid receipt date and time HAVE NOT CHANGED; submissions will be received until Thursday, August 14, 2025 at 3:00 p.m.

I/We have received Addendum Number One to Bid No. 2025-28 and have fully considered the information provided in preparing a response.

Name of Company

Agent and Title

Authorized Signature