



PURCHASING DEPARTMENT

COLE COUNTY COMMISSION

311 East High Street, Room 200 | Jefferson City, MO 65101
Tel 573-634-9168 | Fax 573-634-8031
jbryant@colecouny.org

To: All Interested Parties
From: Jessica Bryant, Cole County Purchasing Agent
Date: August 11, 2025
Re: Addendum Two 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. Does the County currently participate in a revenue offset or recapture program (e.g., state tax refund intercepts or other administrative garnishments)?
 - The County does not currently participate in a revenue offset program. However, if the vendor chose to perform these services on the County's behalf, the County would approve. If proposed, the vendor should outline their proposed methods as a discussion narrative in the "Scope of Work" section of their submitted proposals.
2. What payments will be non-commissionable, if any?
 - The vendor should identify any non-commissionable revenue and include as a discussion narrative in the "Scope of Work" section of their submitted proposals.
3. Will the County be able to provide the following information required for compliance with Regulation F: (a) Date of service (b) Amount due on the date of service (c) Itemized fees or charges (d) All payments and credits have been applied since the service date.?
 - Yes, this information will be provided in the accounts made available to the vendor.
4. What were the total dollars collected, minus fees, by the incumbent vendor for the calendar year 2024?
 - \$24,136.24 was paid to the county in 2024.
5. What were the total dollars collected before fees were withheld, by the incumbent vendor for the calendar year 2024?
 - \$24,136.24 was paid to the County in 2024. \$4,240.17 was paid to the collection's vendor in 2024.
6. What is the reason for issuing this RFP at this time? Is it due to contract expiration, performance concerns, or another reason?
 - End of renewal period.

7. Who is the current vendor providing collection services?
 - Life Quest Services

8. How long has the current vendor served in this role?
 - Since 2021.

9. We understand the fee is being withheld by the current vendor, however; what is the fee (percentage) being withheld by the incumbent as a percentage of the actual dollar amount collected?
 - Level 1: 14.5%
 - Level 2: 25%

10. Given the increasing frequency of cyberattacks across all industries, many providers now require cyber liability coverage. What level of cyber insurance does the County require for this contract?
 - Cyber insurance is not required by this RFP. However, if the firm provides cyber insurance as part of their services, please note as a discussion point in the submittal.

11. Section 3.5.8 of the RFP references remitting collections along with a statement of commission fees due, which suggests a gross remittance model. However, the County's Q&A responses (Questions 8 and 9) indicate that the vendor withholds fees from collections (net remit). Can the County please clarify whether the vendor is expected to remit gross collections and invoice, or withhold commission fees and remit the net amount?
 - Our apologies for the conflicting information. The County is currently invoiced, gross remittance model. The gross remittance was \$ 24,136.24 in 2024. The fees for service to the vendor were \$4,240.17 in 2024. The County is exploring a net remittance model for this RFP. However, that model is under review by the County's Auditor and Treasurer. A final model will be provided via the contract terms.

12. Upon placement of accounts, what specific data will the County provide to the selected vendor? For example: patient name, guarantor name, email addresses, Social Security numbers, dates of birth, employer information, insurance details, itemized statements, etc.
 - Data provided includes: AC ID, Patient Name, Patient Address, City, State Zip code, Employer, Work Address, Work City, Work State, Work Zip code, Work Phone, SS#, DOB, Phone Home, Gender, Marital Status, Guarantor Name, Guarantor Address, Guarantor City, Guarantor State, Guarantor Zip code, Guarantor Employer, Guarantor Work Address, Guarantor Work City, Guarantor Work State, Guarantor Work Zip code, Guarantor Work Phone Guarantor SS#, Guarantor DOB, Guarantor Phone, Charges, Amount paid, Amount adjusted, Write off Amount, Balance, DOS, Most Recent Bill Date, Last Payment Date, Service Type, Incident Address, Financial Class, Medical Record

Number, Patient Invoices, Primary Ins Name, Primary Ins Type, Primary Ins Address, Primary Ins City, Primary Ins State, Primary Ins Zip code, Primary Ins Phone, Primary Ins Policy Number, Primary Ins Group Number, Primary Ins File date, Secondary Ins Name, Secondary Ins Address, Secondary Ins City, Secondary Ins State, Secondary Ins Zip code, Secondary Ins Phone, Secondary Ins Policy Number, Secondary Ins Group Number, Tertiary Ins Name, Tertiary Ins Address, Tertiary Ins City, Tertiary Ins State, Tertiary Ins Zip code, Tertiary Ins Phone, Tertiary Ins Policy Number, Tertiary Ins Group Number, Destination Facility Name, Pickup Location Modifier, Destination Location Modifier, ICD10-1, ICD10-1 Description, ICD10-2, ICD10-2 Description Aux Incident ID Client Name, Base Rate HCPCS1, Base Rate Charges Mileage HCPCS1, Mileage Charge Amount, Mileage Units, Supply Charge, O2 Charge, Emergency, Patient Date of Death, Bad Address Indication, Cell Phone, Primary Insurance Payments, Secondary Insurance Payments, Driver's License Number.

13. Approximately how many individual accounts (not just total dollars) are placed for collection monthly?
 - Previous 6-month average: 180 accounts.
14. Average Balance: What is the average dollar amount per delinquent account placed?
 - Previous 6-month average: \$900 per account.
15. Account Composition: Are the accounts primarily patient-pay balances, insurance-denied claims, or a mix?
 - All accounts are reclassified to patient-pay prior to placement.
16. Account Age: At the time of placement, how old are the accounts on average (e.g., 90–120 days, 120–180, etc.)?
 - 120 days.
17. Billing Status: Are all referred accounts post-adjudicated and closed by primary billing prior to placement?
 - All accounts are adjusted and the uncollectible balance sent to collections.
18. Placement Method: In what format are accounts transmitted to the vendor (e.g., Excel, flat file, SFTP)?
 - The vendor will retrieve an Excel file from the billing agency's SFTP site.
19. Placement Frequency: How frequently does the County anticipate sending placements (e.g., monthly, weekly)?
 - Monthly
20. Data Fields: What specific data fields are included in the placement file?
 - See #12

21. Historical Performance: What has been the County’s historical or current recovery rate on EMS collections?
 - The estimated return over the last 6 months is 1.04% and is consistent with historical performance.

22. Reporting Requirements: Beyond the required monthly reports, are there any expectations for real-time reporting or dashboards?
 - Real-time reporting is not required by this RFP. However, the County would be interested in all financial reporting data beyond the minimum performance listed in the RFP.

23. Legal Action Parameters: Will legal action require prior County approval per case? Is there a minimum balance threshold?
 - The County would defer these operations to the vendor with standard operating procedures developed upon execution of the contract.

24. Counsel Requirements: Must vendors have Missouri-based counsel, or may they work with external counsel licensed in the state?
 - Subcontracted legal counsel are only required to be licensed in the State of Missouri. 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”.

25. Credit Reporting: Does the County permit or prohibit the use of credit reporting on delinquent EMS accounts?
 - No.

26. Current Vendor: Is the County currently contracted with a collection vendor? If so, which firm?
 - Yes, Life Quest Services.

27. Billing System Access: Will the awarded vendor be given access (even limited) to the County’s EMS billing platform or patient records portal?
 - No.

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 Two to Bid No. 2025-28 and have fully considered the information provided in preparing a response.

Name of Company

Agent and Title

Authorized Signature