



# PURCHASING DEPARTMENT

## COLE COUNTY COMMISSION

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To: All Interested Parties  
From: Jessica Bryant, Cole County Purchasing Agent  
Date: May 10, 2021  
Re: Addendum Two to Cole County Bid No. 2021-16: Collection Services

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. What is the date by which you will answer these questions?
  - Before Friday, May 14th.
2. Is there a deadline for questions?
  - May 14th.
3. When is the anticipated award date?
  - Early June.
4. 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?
  - Refer to section 4.4 within the RFP.
5. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
  - No issues.
6. How are fees currently being billed by any incumbent(s), by category, and at what rates?
  - 14.5% applies to all traditional collections and 25% shall apply to all legal collections.
7. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
  - Estimated \$7,000.00 per quarter.
8. To how many vendors are you seeking to award a contract?
  - One.
9. 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 second placements also?
  - Accounts could have been serviced by the current contractor.
10. What collection attempts are performed or will be performed internally prior to placement?
  - What is usual & customary.

11. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?
  - Average account age is 120 days
12. What billing servicer do you utilize?
  - Digitech Computer LLC
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?
  - Accounts held by incumbent(s) will be moved to new vendor if a change is made.
14. What is your case management/accounting software system of record?
  - None.
15. Who is your electronic payment/credit card processing vendor?
  - Central Bank.
16. What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs?
  - The Cole County Purchasing Agent.
17. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?
  - We have to be notified.
18. How do your current processes and/or vendor relationship(s) handle the death of a responsible party?
  - It is handled by their executor.
19. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?
  - None.
20. Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?
21. What insurance types are required for bidders to have?
  - What is required for the vendor to have in order to provide collection services.
22. Whether companies from Outside USA can apply for this?
  - Yes.
23. Whether we need to come over there for meetings?
  - If necessary, yes.
24. Can we perform the tasks (related to RFP) outside USA?
  - If your company is able to, yes.
25. Can we submit the proposals via email?
  - No.
26. What were the average monthly account placements for the last 3 years?

- Approximately \$194K/month
27. Who is/are the incumbent(s)?
- Weinstien, Karp & Associates Inc.
28. Why is the contract out to bid at this time?
- This service has not been bid out since 2017. The County wishes to identify the lowest and best offer currently available.
29. When is the anticipated contract start date?
- Late July, early August.
30. To how many vendors are you seeking to award a contract?
- One.
31. Have all options to extend the current contract been exercised?
- The current contract has been in place since 2017.
32. 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?
33. 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?
- Accounts held by incumbent will be moved to new vendor if a change is made.
34. To what extent will the location of the bidder's call center and/or corporate headquarters have a bearing on any award(s)?
- None.
35. Do you currently capture mobile phone or email contact information for your customers? If so, do you have the consent to use this information for collection purposes? If no, would you consider capturing and getting this consent for future activities?
- Mobile phone and emails are captured whenever possible and are sent with the file.
36. Approximately how many accounts will be placed with the designated collection agency on a monthly basis?
- Approximately 223 accounts per month.
37. What is the estimated age of the accounts that will be placed?
- Depends
38. What is the average balance of the accounts that will be placed?
- Approximately \$860
39. Do you have any expectations in regards to performance or liquidation/recovery rates?
- No.
40. Do you take any initial "internal" steps from a debt collection perspective, before the accounts are turned over to the agency? If yes, can you share these steps (i.e. calls, letters, etc.)?
- All claims go through the billing cycle and are turned over once deemed uncollectible.

41. Can you provide the incumbent vendors current fee structure?
  - 14.5% applies to all traditional collections and 25% applies to all legal collections.
42. What would be the frequency that you intend to forward accounts? (eg. Monthly, weekly, quarterly, etc.)
  - Quarterly.
43. In the event of an agency has been actively working on account and a debtor who has been contacted by an agency pays you directly for any reason (what we call a direct pay); how do you intend to report those payments to the agency and pay the agreed upon fee? In other words, will you pay the agency in the event they receive the payment themselves?
  - They require a 10-day grace period during which time they can recall the account. Beyond that, the payment would be reported to the collection agency.
44. What are the most recent and least recent calendar years for accounts the State intends to place for collection as a result of this contract?
  - Any and all claims deemed uncollectible by Digitech, in accordance with Cole County's policies.
45. Will the winning agency be required to process all credit card payments? Or, only the ones where the debtor calls and pays over the phone?
  - The contractor will process any payment that comes to them.
46. Of the accounts to be turned over to the contractor, how many are in versus out of state? Of these, how many are in/out of state individual and in/out of state commercial businesses?
  - There are more in state than out of state.
47. Were you using an agency prior to this RFP?
  - Yes.
48. Are there any particular reasons you are putting out this RFP? Are you unhappy with your current agency and if so why?
  - No, this hasn't been bid since 2017.
49. Discussion of the type of auditable financial records that will be maintained? Are you looking for on an account level basis, a corporate level? Please explain.
  - Cole County expects the contractor to maintain all records, including but not limited to, patient correspondence, patient payment history, patient communication history, and history related to the claim.
50. Will your accounts come over in a standard format thru ftp?
  - Yes, the accounts will be provided in an XML file. They will be placed on an SFTP server and grant the collection company access so they can pick up the files.
51. Do you allow your accounts to be reported to the credit bureau?
  - No.
52. Since you are asking for a fee for LEVEL 2 – can I assume you allow suit authorization so we may litigate an account, obtain judgement if deemed necessary?
  - Yes.
53. Is it possible for the County to provide us with a copy of the contract for review?
  - Yes, please see the attachments on our County website.

54. In lieu of the Covid-19 pandemic, would the County consider allowing bidders to submit their proposals responses as a e-submission?  
- No.

**The bid receipt date and time HAVE CHANGED; submissions will be received until Thursday, May 20th at 3:00 p.m.**

I/We have received Addendum Number Two to Bid No. 2021-16 and have fully considered the information provided in preparing a response.

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Name of Company

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Agent and Title

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Authorized Signature