



# 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: May 12, 2021  
Re: Addendum Three 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.

Summary:

Year	Placed	Collected	Rate of Return
2018	273,429	9,980	3.65%
2019	1,531,508	29,791	1.95%
2020	1,922,255	34,204	1.78%
2021	517,483	4,054	0.78%
<b>Totals</b>	<b>4,244,676</b>	<b>78,028</b>	<b>1.84%</b>

1. What is the historical rate of return?
  - Average of 1.84%.
2. What did they collect in total fees for the last 3 calendar years?
  - \$78,028
3. What did they collect for gross cash collection for the last 3 calendar years?
  - \$78,028
4. What was the collection/liquidation percentages for the last 3 calendar years?
  - Shown in summary chart.
5. Can you provide the incumbent vendors collection recovery rates?
  - Average of 1.84%.
6. Will the State be referring secondary placements to the chosen agency(s)? If yes, should the bidder submit a fee proposal for secondary placements?
  - No.
7. What was their success rate and why are you looking to change?
  - Average of 1.84% & this hasn't been bid out since 2017.

8. Regarding Section 3.3 Volume (Estimated) as far as the estimated number of accounts that are to be expected within the \$194,000 per month for placement?
  - Yes.
9. Based on historical averages and on a monthly basis, what is the projected dollar value and number of accounts to be placed?
  - See summary.
10. How old is debt when it is placed with a vendor?
  - Average of 120 days.
11. Historically, what has been the rate of liquidation for the debt in question?
  - See Summary.
12. What percentage of accounts ultimately require litigation efforts to effect collections?
  - Unknown.
13. Will account volume assigned to your incumbent collection vendor(s) be recalled and reassigned to the winning bidder(s)?
  - Yes.
14. What are the fee rates of your incumbent collection vendor(s)? How are the fees calculated?
  - See Addendum One, Question 6.
15. What are your target or anticipated fee rates for this contract?
  - Unknown.
16. What metrics, results, and/or processes are you seeking to improve or enhance under this contract?
  - The County is looking to establish a contract with a proven collection firm for the purpose of collecting past-due EMS bills for services included by not limited to ambulance transports and on-scene care.
17. Does the contract require any special handling of debtor correspondence?
  - The contractor shall handle everything listed within the RFP and if anything additional comes up to collect debt.
18. The Bid states that the County expects to place \$194,000 monthly. Is there an existing backlog of older accounts? If so, what is the balance of these accounts.
  - Unknown.
19. Do you allow the vendor to accept partial payments?
  - Yes.
20. What debtor information will be provided (e.g., SSN, telephone, address, amount owed)?
  - If we have those ideas listed above, yes.
21. Is there a testing plan in place for account transmission?

- No.

22. Is Cole County open to a blanket settlement authorization (based on percentage)?

- 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 Three 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