



Procurement Management Department
2115 Second Street, 1st Floor
Fort Myers, FL 33901
Main Line: (239) 533-8881
Fax Line: (239) 485-8383
www.leegov.com/procurement

Posted Date: April 7, 2022

Solicitation No.: RFP220222DWJ

Solicitation Name: Collection Agency Services - Annual

Subject: Addendum Number 1

The following represents clarification, additions, deletions, and/or modifications to the above referenced bid. This addendum shall hereafter be regarded as part of the solicitation. Items not referenced herein remain unchanged, including the response date. Words, phrases or sentences with a strikethrough represent deletions to the original solicitation. Underlined words and bolded, phrases or sentences represent additions to the original solicitation.

1. ARTICLE REVISION

Article 36, LOCAL VENDOR PREFERENCE shall be incorporated into the Terms and Conditions section as per Lee County Ordinance No. 22-06 and stated below:

36. LOCAL VENDOR PREFERENCE

- 36.1 The Procurement Management Department will adhere to the Lee County Ordinance No. 22-06, and as may be amended from time to time (the County's "Local Vendor Preference"). It shall be at the discretion of the County Manager or Designee whether to apply Local Vendor Preference to any particular Solicitation.
- 36.2 The County's Local Vendor Preference, as it relates to Bidding preferences for local Vendors, is not applicable to Solicitations or Contracts when Commodities and/or Services may be provided in the event of an Emergency.
- 36.3 The County's Local Vendor Preference shall not apply in any procurement for Commodities or Services if the use of the Local Vendor Preference is prohibited by the terms of a grant or funding agreement or other prevailing law or policy.

37. ATTACHMENT: NONE

38. QUESTIONS/ANSWERS

1.	Total number of accounts and dollar amount submitted for collections during the previous year?
Answer	See Detailed Specifications 1.1.1. General Scope of Project

2.	Total number of accounts and dollar amount collected on accounts during the previous year?
Answer	FY 21, 503 accounts = \$140,132 (lower than average due to decreased collections due to COVID. FY 20, 1051 accounts = \$288,669.

3.	Who is the current / previous vendor for this contract?
----	---

Answer	Gulf Coast Collection Bureau, Inc.
4.	What is your level of satisfaction with your current vendor(s).
Answer	The incumbent vendor is in good standing with the County.
5.	What is the fee being charged by your current vendor?
Answer	20%
6.	What is the average balance of accounts by category?
Answer	\$274.66
7.	What is the average age of accounts at placement?
Answer	2 months
8.	Please provide any historical success rate data from your current vendor for each of the departments listed in this RFP.
Answer	36.9%
9.	What actual dollars were paid last year, or last quarter to any incumbent(s)?
Answer	\$7,399 since the beginning of the fiscal year.
10.	What has been the historical rate of return?
Answer	36.9%
11.	Will accounts assigned to your previous vendor be transferred to a new vendor upon award or will they remain with the previous vendor?
Answer	Remain with previous vendor.
12.	What is the total dollar value of accounts available for placement now by category?
Answer	\$6,919.17
13.	Does the creditor generally take back accounts after a fixed time period? If so, when?
Answer	Purge occurs after seven years.
14.	May the collection agency report unresponsive debtors to the credit bureaus?
Answer	Yes.
15.	Please reconfirm the due date for this procurement by providing it in response to answers to questions.
Answer	Submissions shall be received no later than 2:30 PM on April 21, 2022. Submissions received after this date/time shall be considered non-responsive.
16.	What is the date by which you will answer these questions?
Answer	See posted date per Addendum 1.
17.	When is the anticipated award date?

Answer	<p>The anticipated RFP Submission Schedule may be located on page 22 of the solicitation package. The Submission Schedule is provided as a guideline only and is subject to change at the discretion of the County. The Evaluation meeting date(s) will be posted on the Procurement Management web page: https://www.leegov.com/procurement/projects</p> <p>During the Initial Evaluation meeting and prior to scoring, the Evaluation Committee will decide as a group whether or not they feel a secondary evaluation meeting is necessary. Dependent upon the Evaluation Committee decision, the Evaluation meeting will either proceed with Final Ranking during the Initial Evaluation meeting or short-list firms and require a second and Final Evaluation meeting which will include an Interview/Question session, followed by Final Ranking.</p> <p>Upon completion of Final Ranking, the recommendation to award will be submitted to the Board of County Commissioners for approval. Once approval is received, a Notice to Proceed and/or Purchase Order will be issued to the Vendor.</p>
---------------	--

18.	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?
Answer	Bidders shall submit a detailed fee schedule as listed per the submittal requirements and evaluation criteria for Tab 5: Price Scoring and Form 1a – Bid Proposal Form.

19.	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
Answer	The incumbent vendor is in good standing with the County.

20.	To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
Answer	See Addendum 1, Article 36. Per Lee County Ordinance 22-06 section 3.5.C.2; For a Request for Proposal, all qualified local vendors will be awarded five (5) points out of a possible one hundred (100) point score.

21.	How are fees currently being billed by any incumbent(s), by category, and at what rates?
Answer	Billed monthly at 20% based on what they or we have collected.

22.	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
Answer	Last month: \$3,769.01

23.	To how many vendors are you seeking to award a contract?
Answer	The COUNTY is seeking to award the contract to one (1) Vendor.

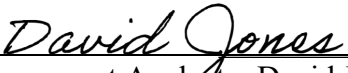
24.	To what extent are these accounts owed by private consumers versus commercial businesses?
Answer	Mix of both, mostly single family residential customers.

25.	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?
Answer	Utilize only one, primary agency.
26.	What collection attempts are performed or will be performed internally prior to placement?
Answer	Final bill and two reminder notices.
27.	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?
Answer	Expected result: 40%
28.	What billing servicer do you utilize?
Answer	Utility bills: VertexOne/KUBRA.
29.	Have all cases been fully adjudicated by the time of placement?
Answer	Yes.
30.	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?
Answer	No.
31.	What is your case management/accounting software system of record?
Answer	CIS Essentials
32.	Who is your electronic payment/credit card processing vendor?
Answer	Bank of America
33.	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?
Answer	James Schulz, Customer Service Manager-Utilities
34.	How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?
Answer	Through probate correspondence from decedent's estate, or research completed by collection agency.
35.	How do your current processes and/or vendor relationship(s) handle the death of a responsible party?
Answer	Collection efforts cease, past due amount is written off.
36.	Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?
Answer	Yes.

37.	Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?
Answer	No. No.

BIDDER/PROPOSER IS ADVISED, YOU ARE REQUIRED TO ACKNOWLEDGE RECEIPT OF THIS ADDENDUM WHEN SUBMITTING A BID/PROPOSAL. FAILURE TO COMPLY WITH THIS REQUIREMENT MAY RESULT IN THE BIDDER/PROPOSER BEING CONSIDERED NON-RESPONSIVE.

ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION DOCUMENTS ARE AND SHALL REMAIN THE SAME.


Procurement Analyst – David Jones
Procurement Analyst Direct Line: 239-533-8864
Lee County Procurement Management