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**Posted Date:** April 14, 2022

**Solicitation No.:** RFP220222DWJ

**Solicitation Name:** Collection Agency Services - Annual

**Subject:** Addendum Number 2

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.

## REVISION:

### DETAILED SPECIFICATIONS

The following 1. General Scope of Project shall be revised per 1.1.1, Current accounts consist of the following:

Department	Estimated number of Accounts	Total Estimated Annual Dollar Value
Lee County Emergency Medical Services	20,000	\$9,000,000.00
<b>Fiscal Pool</b>	<b>5</b>	<b>\$5,000.00</b>
Transit System	11	\$6,500.00
Solid Waste	10	\$5,000.00
Utilities	1207	\$285,000.00

### INSURANCE REQUIREMENTS

The Lee County Insurance Requirements including Professional Liability shall be revised to Lee County Insurance Requirements Cyber Liability and shall be required as the minimum insurance requirements for the project.

- ATTACHMENT: (1)**
  - Lee County Insurance Requirements Cyber Liability

## 2. QUESTIONS/ANSWERS

1.	Does the table in section 1.1.1 represent the anticipated forward flow of debt to be placed annually, or the current backlog of uncollected accounts?
<b>Answer</b>	<b>Annually.</b>
2.	Why is this project out for RFP at this time?
<b>Answer</b>	<b>Current annual contract expires 6/12/2022.</b>
3.	The reference requirement as described in Tab 2 calls for a “maximum” of three references, including specific project details. The survey form on page 30 covers a different set of details. Are we correct in assuming that the county would like three references, and that the clients we describe in Tab 2 should be the same clients from whom we provide survey forms?

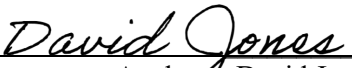
Answer	<b>Page 30 of the solicitation contains the reference survey form. This form is to be completed by a customer that your firm has previously completed similar work as requested in this RFP. Page 20, Tab 2 – Company Relevant Experience &amp; Reference should contain the proposing firms relevant experience describing a maximum of three similar projects completed as requested in this RFP. The references survey form and Tab 2 can be the same experience but it is not required.</b>
4.	Is subcontracting by MBE/WBEs required? If so, what does the county consider a subcontractor? For example, would a data clearinghouse that provides skip tracing services, which fit into our overall process, be considered a subcontractor?
Answer	<b>Subcontracting by MBE/WBE is not required for this project.</b>
5.	Section 1.1.2 on Page 17 states "Additional Lee County departments requiring Collection Agency Services may be added at any time. Charges to the County will be in accordance with the agreed upon rate for services in the awardee's contract". Is there a possibility that Court debt will be added?
Answer	<b>N/A for Utilities</b>
6.	What fees have been paid to the incumbent in the past month, quarter, year, and over the life of the contract for each debt type?
Answer	<b>See answer 17.</b>
7.	What is the estimated go-live date?
Answer	<b>The County intends on going to the Board for Award in August, 2022.</b>
8.	Are payments posted on your platform or are we to use our own merchant processor? If using our own merchant processor, are we able to pass along the merchant fee to the debtor?
Answer	<b>Payments posted on both and no merchant fee.</b>
9.	Are we allowed to settle on all debt types?
Answer	<b>No</b>
10.	Is there a grace period on payments after placement date?
Answer	<b>No</b>
11.	Are we permitted to email and text debtors?
Answer	<b>Yes</b>
12.	Does the County plan to sole source this work or will there be multiple primary agencies selected?
Answer	<b>Per 23.4, The Procurement Management Director reserves the right to exercise their discretion to: 23.4.1. Make award(s) to one or multiple proposers.</b>
13.	Can you provide historical recovery rates from previous contract?
Answer	<b>36.9%</b>
14.	If the current accounts on pg.17 are considered a backlog, what is the expected number and dollar volumes of accounts being placed on a monthly forward flow?
Answer	<b>\$3,769.01</b>
15.	Can you please provide the backlog dollars, backlog volume, forward flow aging, historical liquidation, and estimated monthly collection revenue?
Answer	<b>No backlog. Approximately 36.9% of \$3,769.01</b>

16.	Why is this service going out for bid?
<b>Answer</b>	<b>Current annual contract expires 6/12/2022.</b>
17.	How much was paid to the incumbent during the last fiscal year?
<b>Answer</b>	<b>\$17,338.60 Prof Adj Corp, \$1,454.64 Gulf Coast Collection Bureau</b>
18.	Does the County accept credit cards? If so, who is responsible for the processing fee?
<b>Answer</b>	<b>Yes. Vendor.</b>
19.	Given the high cost of data breaches and since the agency will have sensitive data resting on their system Cyber Insurance is usually required, however; it is not specified in the Minimum insurance requirements on Page 14. Is this a requirement? If so what amount of coverage is required?
<b>Answer</b>	<b>Yes, Cyber is required. See attached updated Lee County Insurance Requirements Cyber Liability.</b>
20.	It is understood that if the collection firm obtains information on the customer's insurance, this information will be returned to the county's contracted billing vendor for processing. Will the agency receive a fee on these accounts if the insurance company, or customer, makes a payment?
<b>Answer</b>	<b>Yes</b>
21.	How long has the incumbent been providing the requested services?
<b>Answer</b>	<b>Current annual contract RFP180128MRH started 6/13/2018 to present. Contract expires 6/12/2022.</b>
22.	Under 1.1.1. the current accounts are listed. Is this a cumulative backlog or accounts that will be recalled from the incumbent or an estimation of the accounts to be sent under a new contract?
<b>Answer</b>	<b>Estimate.</b>
23.	What were the total <i>number</i> of accounts placed with the current vendor in 2021? In 2020?
<b>Answer</b>	<b>FY20- 945 FY21-1051</b>
24.	What were the total <i>dollars</i> of collection accounts placed with the current vendor in 2021? In 2020?
<b>Answer</b>	<b>FY20- \$148,234 FY21- \$288,669</b>
25.	What is the contingency fee charged by the incumbent?
<b>Answer</b>	<b>20%</b>
26.	What were the total fees paid to the incumbent in 2021? In 2020?
<b>Answer</b>	<b>FY 20- \$17,570.60 FY21- \$17,238.60</b>
27.	What is the collection success rate (recovery rates/liquidation percentages) of the incumbent?
<b>Answer</b>	<b>Historical rate of return 36.9%.</b>
28.	Will accounts held by any incumbent(s) be moved to the new vendor as a one-time placement at contract start up? If so, please specify the age, number of accounts, and total dollar amount of the accounts.

<b>Answer</b>	<b>No</b>
29.	How often will updated payment files be sent to the contractor (i.e., daily, weekly, etc.)?
<b>Answer</b>	<b>Daily</b>
30.	Will commission be paid to the agency on reconnects for the utility accounts?
<b>Answer</b>	<b>No.</b>
31.	Why are the debt collection services currently up for bid? (Poor service? Consumer complaints? Contract expiration?)
<b>Answer</b>	<b>Current annual contract expires 6/12/2022.</b>
32.	What collection attempts are performed or will be performed internally prior to placement?
<b>Answer</b>	<b>Final bill and two reminder notices.</b>
33.	What is your number one measurement when working with agencies? fee, liquidation, compliance, etc.?
<b>Answer</b>	<b>Dollar amount collected.</b>

**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.**

  
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 Lee County Procurement Management