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Posted Date: April 21, 2022

Solicitation No.: RFP220222DWJ

Solicitation Name: Collection Agency Services – Annual

Subject: Addendum Number 4

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. ATTACHMENT: NONE

2. QUESTIONS/ANSWERS

1.	Has Lee County added e-mail or text notification to the internal treatment?
Answer	Yes, you may email or text debtors.

2.	How many statements are sent on accounts prior to placement with the collections agency?
Answer	Final bill and two reminder notices.

3.	How many phone calls are attempted by Lee County on accounts prior to placement with the collections agency?
Answer	Zero

4.	Going forward, what is the expected monthly placement volume of EMS collections accounts?
Answer	Monthly placement volume of accounts varies, please see Addendum 2 Detailed Specifications 1.1.1 Current Accounts.

5.	Going forward, what is the expected monthly placement volume of Fiscal Pool collections accounts?
Answer	Monthly placement volume of accounts varies, please see Addendum 2 Detailed Specifications 1.1.1 Current Accounts.

6.	Going forward, what is the expected monthly placement volume of Transit System collections accounts?
Answer	Monthly placement volume of accounts varies, please see Addendum 2 Detailed Specifications 1.1.1 Current Accounts.

7.	Going forward, what is the expected monthly placement volume of Solid Waste collections accounts?
Answer	Monthly placement volume of accounts varies, please see Addendum 2 Detailed Specifications 1.1.1 Current Accounts.

8.	Going forward, what is the expected monthly placement volume of Utilities collections accounts?
Answer	Monthly placement volume of accounts varies, please see Addendum 2 Detailed Specifications 1.1.1 Current Accounts.
9.	What was the recovery rate on collection accounts submitted in 2020?
Answer	FY 20, 1051 accounts = \$288,669.
10.	What was the recovery rate on EMS collections accounts submitted in 2020?
Answer	The historical rate of return for all accounts is 36.9%
11.	What was the recovery rate on Fiscal Pool collections accounts submitted in 2020?
Answer	The historical rate of return for all accounts is 36.9%
12.	What was the recovery rate on Transit System collections accounts submitted in 2020?
Answer	The historical rate of return for all accounts is 36.9%
13.	What was the recovery rate on Solid Waste collections accounts submitted in 2020?
Answer	The historical rate of return for all accounts is 36.9%
14.	What was the recovery rate on Utilities collections accounts submitted in 2020?
Answer	The historical rate of return for all accounts is 36.9%
15.	As of March 2022, credit reporting to Experian, Equifax and TransUnion can no longer occur on medical debts under \$500 and also can no longer occur until 12 months from the date of referral to the collections agency. Will the scope of work in the contract be updated to meet this requirement?
Answer	Please follow Fair Credit Reporting Act guidelines.
16.	Please confirm found insurance on EMS accounts will be paid at the standard commission fee for payments received if they are valid billable coverages for the account.
Answer	Payment amounts per found insurance on EMS accounts shall be part of contract negotiations with awarded Vendor.
17.	Will it be allowed to leverage work from home collectors not co located in a single call center facility?
Answer	Yes
18.	Would Lee County allow for work to occur outside of the United States such as Mexico, India, or The Philippines?
Answer	No
19.	What has been the average recovery rate after 12 months of collections activity?
Answer	The historical rate of return for all accounts is 36.9%
20.	What has been the recovery rate on EMS collections accounts after 12 months of collections activity?
Answer	The historical rate of return for all accounts is 36.9%
21.	What has been the recovery rate on Fiscal Pool collections accounts after 12 months of collections activity?
Answer	The historical rate of return for all accounts is 36.9%

22.	What has been the recovery rate on Transit System collections accounts after 12 months of collections activity?
Answer	The historical rate of return for all accounts is 36.9%


23.	What has been the recovery rate on Solid Waste collections after 12 months of collections activity?
Answer	The historical rate of return for all accounts is 36.9%

24.	What has been the recovery rate on Utilities collections accounts after 12 months of collections activity?
Answer	The historical rate of return for all accounts is 36.9%

25.	How long will the agency keep the accounts after placement?
Answer	Seven years.

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