



Financial Management Department  
Purchasing Division  
1112 Manatee Avenue West, Ste 803  
Bradenton, FL 34205  
Phone: (941) 749-3014  
www.mymanatee.org

March 3, 2015

TO: All Proposers

SUBJECT:

Request For Proposal (RFP) #15-0630FL  
Debt Collection Service

ADDENDUM #1

The following items are issued to add to, modify and clarify the Request For Proposal document. Proposals are to be submitted on the specified time and date due, in conformance with the additions and revision listed herein.

**A. Revised Proposal Submission Date**

From: 4:00pm, March 12, 2015

**To: 4:00pm, March 20, 2015**

**B. Clarification Requests as submitted by Proposer's**

1. Please confirm the due date for this procurement is 3/12/2015?

**See Paragraph A above proposal are due: 4:00pm, March 20, 2015.**

2. What is the date by which you will answer these questions?

**After the 2/23/2015 clarification question closing date via Addendum #1.**

3. Why is the contract out to bid at this time?

**The County requires adequate time to complete the RFP process.**

4. Can you please provide greater details on how proposals will be evaluated and how the select vendor(s) will be chosen?

**The selected Proposer will be selected in accordance with the terms and conditions of the RFP.**

5. Please describe your level of satisfaction with your current vendor(s), if applicable.

**Not applicable to the current procurement.**

6. What is the total dollar value of accounts available for placement now by category, including any backlog?

**EMS: None at this time.**

**Utilities: We send accounts daily if applicable, dollar amounts change and for an example, \$584.00 was sent 2/23/15.**

7. What is the total number of accounts available for placement now by category, including any including any backlog?

**EMS: None at this time.**

**Utilities: See number six.**

8. What is the average balance of accounts by category?

**EMS: \$418.**

**Utilities: Changes daily.**

9. What is the average age of accounts at placement (at time of award and/or on a going forward basis), by category?

**EMS: 1 @ 42 months old.**

**2 @ 28 months old.**

**921 @ 2-12 months old.**

**Utilities: May go back seven years.**

10. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

**Not available.**

11. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

**EMS: \$312,722 based on four year historical average month.**

**Utilities: Amount is not quantified as accounts are sent daily once they become in active and reach 60 days past due.**

12. 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?

**EMS: 2-4%.**

**Utilities: @ 20% anticipated 60%-80%.**

13. If applicable will accounts held by any incumbents(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?

**No.**

14. Will the County except a bid on Utility only?

**No.**

15. Will the County be willing to select separate Agency for each debt?

**No.**

16. Who is the current vendor?

**MACD (Merchant Association Collection Division) SHERLOQ Solutions.**

17. Can you provide the current vendor contingency rate?

**18%.**

18. Are these accounts primary placements?

**Yes, only one agency.**

19. What percentage of the accounts owed by private consumers vs. commercial business?

**EMS: all accounts are private.**

**Utilities: Do not have this information.**

20. How far back (years) do these accounts go?

**May go back seven (7) years.**

21. Do you use a current vendor? If so, please provide:

a. Name of company

**MACD (Merchant Association Collection Division) SHERLOQ Solutions.**

b. Vendors fee

**18%.**

c. Recovery rate (amount collected/amount submitted)

**EMS: Past Fiscal Year amount collected \$169,932 amount submitted \$5,063,972.**

**Utilities: Past Fiscal Year amount collected \$125,975 amount submitted \$975,153.**

d. Commission paid in the last 12 months or calendar year

**EMS: \$26,571.**

**Utilities: \$29,274.**

22. How many vendors are you currently using for this project?

**One.**

23. What collection attempts are performed or will be performed internally prior to Placement?

**EMS: Account is billed every 30 days for 90 days, then send a letter notification after 90 days with no response, and submit to collection contractor after 30 additional days; with returned mail and no notification of address change on file the account goes to collection within 30 days.**

**Utilities: Collection letters will be sent by our department prior to being placed with the collection agency currently 60 days and could be 90 days.**

24. What current contingency fees or other fees are currently being billed by any incumbent(s) by category?

**18%.**

25. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

**EMS: at 120 day.**

**Utilities: Inactive accounts for water, sewer, and or garbage 60 days past due and going forward could be 90 days past due.**

26. What estimate or actual dollars were paid last year, last quarter, or last month to any incumbent(s)?

**EMS: Fiscal Year 2014 - \$26,571.**

**Utilities: Fiscal Year 2014 - \$29,274.39.**

27. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

**EMS: 924 accounts.**

**Utilities: This can vary depending on when the accounts become inactive.**

28. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

**EMS: \$300,000 - \$500,000.**

**Utilities: Information not available.**

29. What has been the historical liquidation rate provide by the incumbent(s)? What is the County's expected rate of return for this contract?

**EMS: 3%.**

**Utilities: Information not available.**

30. Will agencies be allowed to keep accounts longer that are on a payment plan?

**Yes.**

31. What is your number one measurement when working with agencies? Gross liquidations, net back, compliance, etc.?

**Net back.**

32. Is any skip work done on accounts before they are sent to agencies? If so, are you passing skip-located cell phone to the agencies?

**EMS: researches all accounts through the local hospital data base and Manatee County Utilities billing file. We do document cell phones, if provided.**

**Utilities: Currently no, although we may start.**

33. Why is the contract out to bid at this time?

**Current vendor contract expires June 2015.**

34. Can the County confirm that there is no MBE/WBE subcontracting requirement for this RFP?

**Confirmed.**

35. Will agencies be allowed to keep accounts longer that are on a payment plan?

**Yes.**

36. Page 9, Background Information, states number of accounts and dollars owed, listed by account type. Can you please tell me if these accounts are currently listed with an agency, or a backlog that has never been placed with an agency?

**EMS: None at this time.**

**Utilities: Some may already have been place although total amount unknown.**

37. If these accounts have been placed with an agency, what is the historical recovery over a 12 month collection period?

**EMS: 18%.**

**Utilities: 20%.**

38. What are the service date years on these accounts as described within the Background Information on page 9?

**EMS: 2008 – 2014.**

**Utilities: up to seven years.**

39. What is the forward flow of accounts expected to be in terms of account type and dollars?

**EMS: Monthly, \$300,000 - \$500,000.**

**Utilities: Unknown as amount varies based on stipulations that account must be inactive and at least 60 days past due.**

40. When does Manatee County expect to have finalists selected?

**Not know at this time.**

41. What improvement processes is Manatee County seeking?

**Higher rates of collections.**

42. Is there a local vendor preference? If so, what is the percentage?

**No.**

43. Who is your current delinquent account collections vendor and what is the current cost of their services to you in dollars and percent?

**MACD (Merchant Association Collection Division) SHERLOQ Solutions.**

**EMS: \$26,571.**

**Utilities: \$29,274.**

44. Why are you currently going out to bid?

**Contract expires June 2015.**

45. What is the anticipated start date and term of this contract?

**None projected at this time.**

46. Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts?

**No.**

47. What is your total number of responses transferred to delinquent collections per month?

**Unknown.**

**Utilities: Unknown accounts must be inactive and at least 60 days past due.**

48. What is your 2014 payer mix?

**Unknown.**

49. Is the payer mix provided based on cash receipts or gross charges?

**Unknown.**

50. The following financial information we are requesting will be for the previous full year to date.

a. What are your total charges?

**EMS: \$5,063,972.**

**Utilities: \$975,153.34 (Fiscal Year 2014 10/1/13 thru 09/30/14).**

b. What is your total cash revenue?

**EMS: \$169,932**

**Utilities: \$125,975.00 (Fiscal Year 2014 10/1/13 thru 09/30/14).**

c. What are your total adjustments in dollars?

**EMS: Less 18% of \$169,932**

**Utilities: Less 18% of \$125,975.**

d. What are your total mandatory adjustments in dollars?

**EMS: Information is not available.**

**Utilities: Does not apply.**

51. Would it be acceptable to submit a redacted copy of our proposal (confidential information already blacked out) for Open Records requests.

**Any claim of confidential trade secret information and other information of a proprietary nature by the Proposer which is protected from public disclosure in accordance with Florida Statute 812.081 shall be reviewed as follows: (a) Proposer will identify all relevant information alleged to contain secrets; (b) identify the Florida Statute number(s) supporting the designation; and (c) provide a narrative explanation as to why the information fits the statutory definitions.**

52. What is the average balance of accounts by category?

**EMS: \$418.00.**

**Utilities: Accounts are sent daily to the collection agency and for an example today (Feb. 23, 2015) \$548.00 was the amount.**

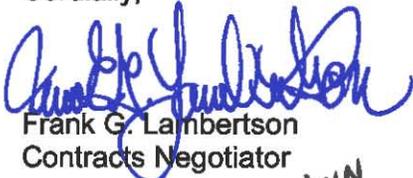
53. Provide the following information about the backlog of accounts and the estimated future flow of accounts to be referred for collection, average age of accounts?

**As far back as seven years.**

No additional questions will be considered after the issuance of this Addendum.

Proposals are to be prepared as instructed in this Request For Proposals and shall be received at Manatee County Purchasing Office, Suite 803, 1112 Manatee Avenue West, Bradenton, Florida, FL 34205 until 4:00 P.M., March 20, 2014.

Cordially,



Frank G. Lambertson  
Contracts Negotiator

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