



## TOWN OF HILTON HEAD ISLAND

### REQUEST FOR PROPOSALS RFP 2017-34 EMS Debt Collection Services

#### ADDENDUM 1

#### Vendor 1 Questions

1. Please confirm the due date for this procurement is **1/31/2018**. **Yes**
2. What is the date by which you will answer these questions? **January 10, 2018**
3. Why is the contract out to bid at this time? **We are looking for a firm to assist the Town in its EMS debt collection efforts.**
4. Has the current contract gone full term? **No current contract. We have been using the MASC set-off debt program exclusively.**
5. Have all options to extend the current contract been exercised? **Not applicable**
6. Who is the incumbent, and how long has the incumbent been providing the requested services? **Not applicable**
7. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? **Significant.**
8. How are fees currently being billed by any incumbent(s), by category, and at what rates? **Not applicable**
9. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **Not applicable**
10. Please describe your level of satisfaction with your current vendor(s), if applicable. **Not applicable**
11. Can you please provide a greater description of the specific kind of receivables to be placed for collection? **EMS delinquent accounts greater than 180 days old that are private pay.**
12. To what extent are these accounts owed by private consumers versus commercial businesses? **All**
13. 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? **Q1 We will be using the MASC set-off debt program in conjunction with the collection agency. Q2 No.**
14. What collection attempts are performed or will be performed internally prior to placement? **All accounts will be sent to insurers for payment and the Town will make several attempts to work with the patient prior to the outstanding patient obligation being sent out for collection.**
15. Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval? **No**

16. What is the total dollar value of accounts available for placement now by category, including any backlog? **\$605,579**
17. What is the total number of accounts available for placement now by category, including any backlog? **1,123**
18. What is the average balance of accounts by category? **\$539.25**
19. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? Not available
20. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? **1,100 (annual)**
21. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? **\$600,000 (annual)**
22. 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? **6.7%**
23. 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? **Yes**
24. What computer software system do you use to manage your accounts/inventory? **Zoll**
25. Do you have any plans of changing that system in the future, and why/why not? **Not at this time.**
26. Do you subscribe to any offset programs? **Yes, Municipal Association of South Carolina (MASC).**

#### **Vendor 2 Questions**

1. I wanted to find out if you would accept proposals from national firms for RFP 2017-34 EMS Debt Collections Service? **Yes**
2. We are actually a national/international firm with specialties in insurance and government collections. We have been in business for 18 years, however, may not have "direct" EMS in SC prior. **Must have South Carolina debt collection experience (see first page of RFP).**