



TOWN OF HILTON HEAD ISLAND

REQUEST FOR PROPOSALS RFP 2017-34 EMS Debt Collection Services

ADDENDUM 2

Vendor 3 Questions

1. What is the average balance size for each account? **See Addendum 1**
2. Is there a backlog of aged inventory in addition to new placements? **See Addendum 1**
3. We prefer electronic placements only. Can you only send electronically only? **Yes**
4. We have over 27 years of healthcare-only early out and bad debt collection experience. Most of our EMS billing has been tied to hospital claims. Will our hospital references meet your requirements? **Yes**

Vendor 4 Questions

1. What work will be done by outside vendors prior to placement with bad debt agency? **All initial billing and delinquent less than 1 year old.**
2. How many vendors working accounts prior to placement with bad debt agency? **The Town**
3. How many bad debt vendors will be selected? **One plus the State set-off debt program**
4. Will Agency get credit for any third party payments received after placement? **No, all claims owed at the time of placement are "patient responsibility"**
5. Who will bill any "found" insurance after placement with bad debt agency? **The Town**
6. Will agency have read-only access to EMS system? **No**
7. Will agency have the ability to settle balances for less than total balances? **Only with Town approval**
8. How long will agency retain accounts once placed? **To be determined**

9. How will accounts be placed with agency? What frequency will accounts be placed with agency? **See Addendum 1**
10. How will direct payments be reported to agency? **See Addendum 1**
11. What is the current average monthly placement volume in dollars and accounts? **See Addendum 1**
12. What is the current recovery % selected agency will have to improve upon? **See Addendum 1**
13. What is the current fee paid to current vendor? **NA**
14. Is current vendor eligible to bid? **NA**
15. Will current agency retain inventory placed? **See Addendum 1**
16. Will legal actions be considered on qualifying accounts? **No**
17. Will agency be allowed to credit report **No**
18. Can you elaborate on what is your definition of "soft" collections? **When something is in "soft collection" it usually won't show up as a collection on a person's credit report (although it will show up as however many days past due it is).**
19. Under what circumstances will accounts be recalled from agency? **To be determined**
20. Will estate or nursing home accounts be segregated? **NA**

Vendor 5 Questions

1. Who is your current collection vendor(s)? **See Addendum 1**
2. What is the current cost of their services in dollars and percent? What is the current cost for legal/litigation collection work? **NA**
3. Why are you currently going out to bid? **See Addendum 1**
4. What is your current method of data collection (paper or electronic)? **Both**
5. If electronic, what is your specific software package? **See Addendum 1**
6. What is the anticipated start date for this contract? **To be determined**
7. Will the successful vendor assume responsibility for any backlog of uncollected accounts? **To be determined**
8. Please provide the following financial and information: Backlog account volume and total value and average age and age range; monthly accounts placed and value of those accounts; historical liquidation value; the different types of accounts. **See Addendum 1**

9. Are you open to another posting option other than a lockbox account? **To be determined**
10. What is the percentage weighting for each evaluation criterion? **To be determined**
11. Would it be acceptable to submit an additional copy of our proposal redacted (confidential information blacked out) for open records requests? **Yes**