

Montgomery County Emergency Medical Services
RFP – Delinquent Collection Services
Addendum #1

The information regarding Specifications page 6, number 6, should have read the following:

In both written and telephone contacts, the Collection Vendor shall instruct the customer to make payments or to refer all inquiries to:

**Collection Vendor's Name
Collection Vendor's Address
Collection Vendor's Telephone Number**

The following forms of payments shall be accepted: Cash, Cashier's Check, Money Order, Personal Checks, and Credit Cards.

Please make sure that your proposal includes the processing of these additional payment methods.

Please see the following Questions and Answers regarding this RFP.

1. Volume of Accounts – Could you please provide an estimate of the number of delinquent EMS accounts referred annually, and the average balance size?

Roughly 3,000 accounts per year with an average balance of \$587.00

2. Account Transfer Process – How will accounts be assigned (secure portal, batch uploads, etc.), and how frequently will they be referred?

Assigned once a month via FTP

3. Prior Collection Efforts – Will accounts have already undergone internal collection attempts before referral

Yes – We have someone within our office that works these accounts

4. Payment Handling – Since the County only allows cash, money order, or cashier's check, how should payments be processed and delivered? Will receipts and reconciliation be handled by the County or my firm?

All debt collected by the collection agency will be sent monthly to Montgomery County along with an invoice for reimbursement of percent collected. The debt

collection vendor will be expected to handle the receipts and reconcile the account with our department's billing company.

5. Compliance Requirements – Are there any additional County-specific ordinances or requirements beyond federal/state debt collection laws?

No

6. Reporting – What frequency and format of reports does the County expect (weekly, monthly, quarterly)? Are templates provided?

We expect monthly reporting.

No templates are provided. We are willing to work with the successful bidder to create or identify a report that is beneficial to both parties.

7. Language Access – Should we anticipate the need for bilingual services to serve non-English speaking residents?

Yes

8. Payment Plan Guidelines – Aside from the \$25/month minimum, are there established guidelines for hardship cases or settlement negotiations?

There are no settlement negotiations or hardship considerations once placed into bad debt collections.

9. Contract Terms – What is the initial contract term, and are renewals performance-based or automatic?

Initial one year term. The additional one-year periods will be evaluated and awarded based on the Chief of the department. Consideration will be given to collection numbers and working relationship.

10. Performance Metrics – Are there target recovery rates or other key performance indicators the County uses to evaluate vendor success?

We do not use key performance indicators. Target recovery rates would be 100% of bad debt.

11. This bid is for the EMS Collections, not Billing. Correct?

EMS bad debt collections only.