ADDENDUM 1, QUESTIONS and ANSWERS

Date: March 13, 2023

To: All Bidders

From: Dana Crawford-Smith, Procurement Contracts Officer

DHHS

RE: Addendum for Request for Information Number Collection

to be opened March 27, 2023, at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned Request for Information. The questions and answers are to be considered as part of the Request for Information. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

Question Number	RFI Section Reference	<u>RFI</u> <u>Page</u> Number	<u>Question</u>	State Response
1.			Does DHHS currently utilize a collection agency for the accounts included in this RFI?	No
2.			What is the current recovery rate percentage on this book of business?	Of all outstanding A/Rs, about 18% has been recovered. Cases referred to an agency would only be ones who have not made a payment in over 90 days, in which I do not have a recovery calculation for.
3.			Regarding the example list of outstanding balances, is it the intention of DHHS to place these accounts with the selected collection agency vendor, or are these accounts currently placed with another agency?	See Question 1
4.			What is the anticipated monthly placement volume (both number of accounts and average balance)?	Current estimation would be that DHHS would refer about 3,000 accounts and an average balance of \$2,000 on any given month. Not new accounts, but total.
5.			Regarding the contents of this RFI submission, specifically, what information are you looking to obtain as there are no specific questions outlined (only the required forms)?	See Question 11. We are not requesting pricing at this time.

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			calendar days after month end. The Collection Agent will then furnish Financial Services with a monthly invoice detailing the particulars of the amounts collected/client. The invoices are payable net forty-five (45) calendar days from date of invoice.
			C. SCOPE OF WORK
			Collection Agent will attempt to collect all the monies owed on outstanding accounts that are ninety (90) calendar days or older. Collection Agent will provide DHHS with a monthly encrypted update/report with all the monies collected ten (10) calendar days after month end. If contact was made with the clients, the collection Agent will provide that information to DHHS. Collection Agent will establish an ACH/EFT with State's bank account. Collection Agent will furnish DHHS with a detailed monthly invoice no later than ten (10) calendar days after month end.
			D. DHHS RESPONSIBILITIES
			DHHS will provide the Collection Agent with a detailed Excel report of delinquent accounts monthly no later than the 10th of each month.
12.		Typically a Request for Information (RFI) will include a set of questions for respondents to answer. We are not finding any questions in this RFI. What information does DHHS want respondents to include in their responses?	See Question 11
13.		What types of delinquent debts does DHHS plan to refer for collection services? (i.e., medical, fines, fees, loans, taxes, overpayments, etc.)	Overpayments only.
14.		What collection attempts will DHHS make prior to referring accounts to a collection agency?	DHHS sends providers/debtors an initial demand letter as well as monthly billing statements on the amounts they owe.
15.		With how many collection agencies do	One
16.		you plan to contract? With which collection agency(ies) are you currently contracted, if any?	None
17.		What is the current "per account" fee rate charged by your current collection agency, if any?	See Question 16
18.		On a going forward basis, per month, what is the overall volume of accounts (number of accounts and total dollar value of	3,000 total accounts and \$8,000,000 on any given month

		accounts) that you	
		anticipate referring to	
		the contracted	
		collection agency for	
		collection services?	
19.		If the contract is	See Question 16
10.		awarded to a different	COC QUOCION TO
		vendor than currently	
		contracted, will you be	
		recalling the accounts	
		previously listed to the	
		current vendor and	
		forward those accounts	
		to the new vendor?	
20.		If yes, what is the	N/A
		overall volume of those	
		accounts (number of	
		,	
		accounts and total	
		dollar value) that you	
		anticipate would be	
		referred for collections?	
21.		If yes, will these	N/A
		accounts be allowed to	
		be bid at a different rate	
		since these are what	
		the collection industry	
		calls "seconds" and are	
		not primary placed	
		accounts?	
22.		What is the average	~\$2,000
		balance of the accounts	
		you will refer for	
		collections?	
23.		What is the average	5 years
		age of the accounts you	,
		will refer for collections?	
24.		What is the age of the	Oldest account is from 1999. No account will have been
24.		oldest accounts you will	inactive for longer than 5 years.
			mactive for longer than 5 years.
0.5		refer for collections?	N
25.		What is your target date	No date is set yet.
		for contract award, if	
		any?	
26.		What is the overall	Of all outstanding A/Rs, about 18% has been recovered.
		historical liquidation	Cases referred to an agency would only be ones who have
		rate / recovery rate	not made a payment in over 90 days, in which I do not have
		achieved by your	a recovery calculation for.
		current collection	,
		agency, if any?	
27.	 	In the most recent fiscal	See Question 16
21.			OCC QUOSHOIT TO
) ,	
		amount did your current	
		collection agency (if	
		any) retain in fees?	
28.		Are digital signatures	Yes
		allowed on required bid	
		forms? Our company	
		utilizes DocuSign,	
		which provides certified	
		legally binding digital	
		signatures of contract	
		documents. The signer	
		will be a person legally	
		authorized to bind our	
		company.	
29.		What insurance	None at this time
		coverages do you	
		require of a collection	
		agency?	
	I	3557.	I

		* 0 1 1 1 1 1 1 1 1 1
30.	"Bidder should sub	
	one (1) original of	
	entire RFI respor	
	RFI responses sho	
	be submitted by the	
	due date and ti	
	Sealed RFI respon	
	should be received	
	DHHS by the date	
	time of RFI oper	
	indicated abo	ve."
	QUESTIONS:	1.
	Please confirm whe	
		ned
	paper copy of	
	response is require	
	2. If yes, do we subn	
	to the "RETURN"	
	address listed in	
	upper right corner	
	Page 1 of the RFI	
	Or is it permissible	
		ned
	original via email? (Our
	, ,	ses
	DocuSign	for
	authorized signers	to
	sign electronically.)	
31.	Has this program b	een See Question 16
	outsourced in the pa	ast?
	If so, who is/are	the
	current supplier(s)?	
32.	What collec	tion DHHS sends providers/debtors an initial demand letter as
	attempts are perforr	ned well as monthly billing statements on the amounts they owe.
	or will be perforn	med
	internally prior	to
	placement?	
33.	Can you prov	vide For all outstanding A/Rs(not just delinquent accounts):
	historical recovery ra	ates 2022 = 37%
	for the last 2 years?	2021 = 40%
34.	What is the freque	ncy DHHS will provide the Collection Agent with a detailed Excel
	that you will tran	sfer report of delinquent accounts monthly no later than the 10th
	ongoing assignment	
35.	Do you acc	cept We would accept payments in full or payment plans to
	settlements or	is achieve payment in full.
	payment in full requ	
	for all accounts?	
36.	What is	the 99% of providers are in Nebraska
	geographical	
	breakdown	of
	accounts?	
37.	What is the anticipa	ated Unknown at this time.
	date of the RFP to	
	published?	
38.	Would you cons	ider See Question 30
	accepting an electro	
		the
	response to this RFI	?
39.	What spe	
	information are	
	looking to receive fi	
	interested vendo	
	Please clearly de	
	what is required v	
	our respor	
1		
	(Example: Form	<i>r</i> ,
	(Example: Form Responses to Scope	

		1
40.	Please clarify what	It pertains to the Collection Agency (firm).
	"Collection Agent"	
	means in this RFI. Does	
	it pertain to the	
	Collection Agency (firm) or an individual	
	person who will be	
	performing the duties of	
	debt collection?	
41.	What is the estimated	Unknown at time. Would want industry expertise on this
	overall collections	subject.
	success rate for all AR	,
	placements "Referred"?	
42.	With respect to your	All A/Rs have been handled internally for 5 years, so very few
	Attachment 1	cases have been referred to a collection agency in the past.
	(illustrated below), do	
	those placements with	
	an "AR Create Date"	
	older than 90 days	
	imply that they were, or may have been,	
	"Referred" at some	
	point and returned to	
	the State as	
	uncollected?	
43.	How long does the state	If a payment has not been received from a provider/client in
	refer a placement	5 years, then it is considered uncollectable.
	before recalling it as	
	uncollectible?	
44.	Can you identify the	See Question 16
	current vendor(s)	
	receiving "Referred"	
	placements and	
	disclose their pricing structure?	
45.	Section B reads that an	That's correct.
43.	RFP may not be issued	That's correct.
	as a result of this RFI,	
	and there will not be a	
	contract as a result of	
	this RFI. Please confirm	
	our understanding that	
	no winner be selected	
	as a result of this RFI.	
46.	Will responding to this	No, a response to the RFI is not required to respond to a
	RFI be a prerequisite	possible RFP.
	for participating in the subsequent RFP, if	
	there is one?	
47.	On an annual basis,	Current estimation would be about \$8,000,000 worth of total
	what is the average	delinquent accounts at any given time.
	dollar value of total	, g. /
	delinquent accounts to	
	be placed with the	
	winning vendor(s)?	
48.	How many vendors will	One
	be chosen to perform	
	services?	
49.	Who are your current	See Question 16
50	vendor partners?	Of all autotamation A/D: about 400/
50.	What is your current	Of all outstanding A/Rs, about 18% has been recovered.
	liquidation rate?	Cases referred to an agency would only be ones who have not made a payment in over 90 days, in which I do not have
		a recovery calculation for.
51.	What is the estimated	Unknown.
···	forward flow volume	Ginalowii.
	after the initial	
	placement of accounts?	

52.	What is the % of medical accounts in the portfolio and estimated dollar value?	The % of medical accounts referred to an agency would be negligible.
53.	Will HIPAA be required?	Agency will comply with HIPAA laws. PII will be shared between DHHS and the agency.
54.	What are the anticipated contingency fee rates for this engagement?	None. We are looking for an agreement that does not include a contingency fee.
55.	Are there signed agreements to allow for the assessment of collection costs?	No

This addendum will become part of the RFI and should be acknowledged with the Request for Information.