

**State of Nebraska Department of Health and Human Services
REQUEST FOR INFORMATION**

RETURN TO:
Dana Crawford-Smith
301 Centennial Mall S
Lincoln, NE 68508
402-471-7575

SOLICITATION NUMBER	RELEASE DATE
RFI Collection	February 27, 2023
OPENING DATE AND TIME	PROCUREMENT CONTACT
March 27, 2023, 2:00 p.m. Central Time	Dana Crawford-Smith

This form is part of the specification package and must be signed in ink and returned, along with information documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska (State), Department of Health and Human Services (DHHS), is issuing this Request for Information (RFI) Collection for the purpose of gathering information to utilize a collection agent to assist in the collection of debts on delinquent accounts.

Written questions are due no later than March 6, 2023, and should be submitted via e-mail to dhhs.rfpquestions@nebraska.gov

Bidder should submit one (1) original of the entire RFI response. RFI responses should be submitted by the RFI due date and time.

Sealed RFI responses should be received in DHHS by the date and time of RFI opening indicated above.

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request For Information form, the bidder guarantees compliance with the provisions stated in this Request for Information.

FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

SIGNATURE: _____ DATE: _____

TYPED NAME & TITLE OF SIGNER: _____

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I. SCOPE OF THE REQUEST FOR INFORMATION

The State of Nebraska, Department of Health and Human Services (DHHS), is issuing this Request for Information, RFI Collection for the purpose of gathering information to utilize a collection agent to assist in the collection of debts on delinquent accounts.

ALL INFORMATION PERTINENT TO THIS REQUEST FOR INFORMATION CAN BE FOUND ON THE INTERNET AT: <https://das.nebraska.gov/materiel/bidopps.html>

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
1	Release Request for Information	February 27, 2023
2	Last day to submit written questions	March 6, 2023
3	State responds to written questions through Request for Information "Addendum" and/or "Amendment" to be posted to the internet at: https://das.nebraska.gov/materiel/bidopps.html	March 13, 2023
4	RFI opening Location: https://sonvideo.webex.com/sonvideo/j.php?MTID=mfdbeed218207d24c31a50cef3a559676	March 27, 2023 2:00 PM Central Time
5	Conduct oral interviews/presentations and/or demonstrations (if required)	To Be Determined

II. RFI RESPONSE PROCEDURES

A. OFFICE AND CONTACT PERSON

Responsibilities related to this Request for Information reside with the State Purchasing Bureau. The point of contact for the RFI is as follows:

Name: Dana Crawford-Smith
Agency: DHHS
Address: 301 Centennial Mall S
Lincoln, NE 68508
Telephone: 402-471-7575
E-Mail: dhhs.rfpquestions@nebraska.gov

B. GENERAL INFORMATION

A subsequent Request for Proposal (RFP) may not be issued as a result of this RFI. There will not be a contract as a result of this RFI and the State is not liable for any cost incurred by vendors in replying to this RFI. If an RFP is issued, the information provided will assist the State of Nebraska in developing the Request for Proposal. This RFI does not obligate the State to reply to the RFI responses, to issue an RFP, or to include any RFI provisions or responses provided by vendors in any RFP.

C. COMMUNICATION WITH STATE STAFF

From the date the Request for Information is issued and until RFI opening (as shown in the Schedule of Events), contact regarding this RFI between potential vendors and individuals employed by the State should be restricted to written communication with the staff designated above as the point of contact for this Request for Information.

The following exceptions to these restrictions are permitted:

1. Written communication with the person(s) designated as the point(s) of contact for this Request for Information;
2. contacts made pursuant to any pre-existing contracts or obligations; and
3. State-requested presentations, key personnel interviews, clarification sessions, or discussions.

Violations of these conditions may be considered sufficient cause to reject a vendor's response to the RFI. No individual member of the State, employee of the State, or member of the Interview Committee is empowered to make binding statements regarding this RFI. The State of Nebraska will issue any clarifications or opinions regarding this RFI in writing.

D. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a vendor regarding the meaning or interpretation of any Request for Information provision should be submitted in writing to DHHS and clearly marked "RFI Number Collection; Collection Agent Questions". It is preferred that questions be sent via e-mail to dhhs.rfpquestions@nebraska.gov

It is recommended that Bidders submit questions sequentially numbered, include the RFI reference and page number using the following format.

<u>Question Number</u>	<u>RFI Section Reference</u>	<u>RFI Page Number</u>	<u>Question</u>

Written answers will be provided through an addendum to be posted on the Internet at <https://das.nebraska.gov/materiel/bidopps.html> on or before the date shown in the Schedule of Events.

E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The State reserves the right to conduct oral interviews/presentations and/or demonstrations if required at the sole invitation of the State.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the State

A. SUBMISSION OF RESPONSE

The State is accepting either electronically submitted responses or hard copy, paper responses for this RFI.

1. For bidders submitting electronic responses:

a. Bidders submitting electronically can upload the response via ShareFile here: <https://nebraska.sharefile.com/r-r2b73ba756b394aafb8729a441caa277a>

ShareFile works with Firefox, Internet Explorer and Chrome. It does not work with Microsoft Edge.

b. Proprietary information should be uploaded as separate and distinct files. If multiple responses are submitted, the State will retain only the most recently submitted response. It is the bidder's responsibility to submit the response by the date and time indicated in the Schedule of Events. Electronic responses must be received by DHHS by the date and time of the response opening per the Schedule of Events. No late responses will be accepted

c. **ELECTRONIC RESPONSE FILE NAMES**

The bidder should clearly identify the uploaded RFI response files. To assist in identification please use the following naming convention:

i. RFI Emergency Housing REBID ABC Company

ii. If multiple files are submitted for one RFI response, add number of files to file names: RFI Emergency Housing REBID ABC Company File 1 of 2.

iii. If multiple RFI responses are submitted for the same RFI, add the response number to the file names: RFI Emergency Housing REBID ABC Company Response 1 File 1 of 2.

2. For bidders submitting paper/hard copy responses:

a. Bidders who are submitting a paper response should submit one response marked on the first page: "ORIGINAL". If multiple responses are submitted, the State will retain one copy marked "ORIGINAL" and destroy the other copies. The Contractor is solely responsible for any variance between the copies submitted. Responses should include the completed Form A, "Vendor Contact Sheet". Responses must reference the RFI number and be sent to the specified address. Please note that the address label should appear as specified in Section II A on the face of each container or contractor's response packet. If a recipient phone number is required for delivery purposes, 402-471-7575 should be used. The RFI number should be included in all correspondence. The State will not furnish packaging and sealing materials. It

is the contractor's responsibility to ensure the response is received in a sealed envelope or container and submitted by the date and time indicated in the Schedule of Events. Sealed responses must be received at DHHS by the date and time of the opening per the Schedule of Events. No late responses will be accepted.

United States Postal Services (USPS) delivered responses shall be mailed to:

ATTN: Dana Crawford-Smith RFI Emergency Housing REBID
DHHS - Central Procurement Services
PO BOX 94926
Lincoln, NE 68509

Hand delivered responses or responses delivered by Federal Express (FedEx), United Parcel Service (UPS), etc. shall be delivered to:

ATTN: Dana Crawford-Smith RFI Emergency Housing REBID
DHHS - 3rd Floor Reception Desk
301 Centennial Mall South
Lincoln, NE 68509

- b. Proprietary Information should be presented in separate sections (loose-leaf binders are preferred) on standard 8 ½" x 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 ½" by 11" format. Pages may be consecutively numbered for the entire response, or may be numbered consecutively within sections. Figures and tables should be numbered consecutively within sections. Figures and tables should be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text.
2. The State will not furnish packaging or sealing materials. It is the bidder's responsibility to ensure the response is received either electronically or in a sealed envelope or container and submitted by the date and time indicated in the Schedule of Events. Sealed responses must be received at DHHS by the date and time of the response opening per the Schedule of Events.

It is the responsibility of the contractor to check the website for all information relevant to this Request for Information to include addenda and/or amendments issued prior to the opening date. Website address is as follows:
<https://das.nebraska.gov/materiel/bidopps.html>.

The State shall not incur any liability for any costs incurred by contractors in replying to this solicitation, in the demonstrations and/or oral presentations, or in any other activity related to responding on this solicitation.

A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials. RFI responses should reference the request for information number and be sent to the specified address. Please note that the address label should appear as specified on the face of each container. If a recipient phone number is required for delivery purposes, 402-471-7575 should be used. The Request for Information number must be included in all correspondence.

B. PROPRIETARY INFORMATION

Data contained in the response and all documentation provided therein, become the property of the State of Nebraska and the data become public information upon opening the response. If the vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the vendor wishes the state to withhold must be submitted in a sealed package, which is separate from the remainder of the response. The separate package must be clearly marked PROPRIETARY on the outside of the package. Vendor may not mark their entire Request for Information as proprietary. Failure of the vendor to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other vendors and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. § 84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

C. REQUEST FOR INFORMATION OPENING

The sealed responses will be publicly opened and the responding entities announced on the date, time, and location shown in the Schedule of Events. Responses will be available for viewing by those present after the opening. Vendors may also contact the state to schedule an appointment for viewing RFI responses.

III. PROJECT DESCRIPTION AND SCOPE OF WORK

A. PROJECT OVERVIEW

The purpose of utilizing the collection agent is to assist in the collection of debts on delinquent accounts.

Collections agent is responsible for communicating directly with providers/clients to collect debts and resolve outstanding balances. This role requires a high level of customer service, persuasion, and negotiation skills, as well as a mind for problem-solving to work with customers to resolve their debts and collect payment. An example of a current list of outstanding balances can be found in Attachment 1.

B. PROJECT REQUIREMENTS

The Collection Agent will not have a contingency fee imposed per State Statute 73-204 but will be paid on a "per account" basis. The Collection Agent will set up an Automated Clearing House (ACH) account with financial services to remit all collected monies via Electronic Funds Transfer (EFT)/ACH. The Collection Agent will submit a report of all the collected amounts with the corresponding details within ten (10) 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

3. Collection Agent will attempt to collect all the monies owed on outstanding accounts that are ninety (90) calendar days or older.
4. 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.
5. Collection Agent will establish an ACH/EFT with State's bank account.
6. Collection Agent will furnish DHHS with a detailed monthly invoice no later than ten (10) calendar days after month end.

D. DHHS RESPONSIBILITIES

7. DHHS will provide the Collection Agent with a detailed Excel report of delinquent accounts monthly no later than the 10th of each month.

Form A

Vendor Contact Sheet

Request for Information Number Collection

Form A should be completed and submitted with each response to this solicitation document. This is intended to provide the State with information on the vendor's name and address, and the specific persons who are responsible for preparation of the vendor's response.

Preparation of Response Contact Information	
Vendor Name:	
Vendor Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Each vendor shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the vendor's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Vendor Name:	
Vendor Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	