

MWCARP - Collection Services RFP

Issued April 1, 2019

Amendment #1

Synopsis of Written Questions and Answers

1. Due to the number of questions provided by potential bid respondents and the additional time required to provide written responses to those questions, Part V. Evaluation Process and Timetable – Timetable has been amended such to allow more time for Bid Respondents to react to any information provided in this document, “Amendment #1”. **Proposal are now due at 4:00pm CDT on Friday, May 17, 2019.**
2. All questions regarding the section numbering found in **Part IV. Required Information; Collection Services Proposal.**

It was determined that a typographical error was made in the drafting of this section. The number in the original draft goes from “8” to “13” and then to “15”. What is currently shown as “13” should be “9”. What is currently shown as “15” should be “10”.

3. All questions regarding the frequency of placement, the average placement volume, and the historical liquidation based on the fee structures of \$0 to \$14,999; \$15,000 to \$49,999; and over \$50,000 in addition to or in conjunction with the data that was supplied in **Exhibit III** of the RFP, including requests for additional breakdown of this data.

Additional data, including the breakdown of data in the three premium groupings found in the Fee Proposal section of the RFP is not currently available. We believe that the data found in the RFP should be sufficient to produce a Bid Response.

4. All questions regarding the current Collection Services vendors, the Plan’s disposition with those vendors, and how many vendors the Plan would like to select through this RFP process.

There are currently two Collection Services vendors – Windham Professionals, Inc. and The Receivable Management Services Corporation (RMS). We will not disclose any of the compensation information regarding these two current vendors, prior bid proposals or the Plan’s disposition regarding these vendors. The RFP under which the current vendors were selected is consistent with the current RFP. The Plan would like to select no more than two vendors.

5. All questions regarding the Collection Vendor having access to the Servicing Carrier’s system to identify payments and obtain documentation.

The Collection Vendor will have access to the Servicing Carrier’s system.

6. All questions regarding the remittance process with Servicing Carriers and the frequency of placements.

The remittance process occurs monthly and may be completed via ACH or manual check or in any other method acceptable to the Servicing Carrier. Placements generally occur on a weekly basis.

7. All questions regarding Page 5, “Bid Response Format”.

It is permissible to bind the hard copy of the cover letter with the hard copy of the collection services proposal.

8. All questions regarding transition of accounts from a current vendor to a new vendor.

At this time, we do not anticipate the transfer of any accounts during the transition process.

9. All questions regarding the fee proposal structure.

We are requesting pricing for referrals between \$0 to \$14,999; \$15,000 to \$49,999; and over \$50,000. It is entirely up to the bidders to decide whether to propose a different percentage for each premium band or to use the same percentage for all three. The Plan does not have a preference.

10. All questions regarding settlement levels of authority.

The Servicing Carriers will provide settlement levels of authority and other similar day-to-day parameters.

11. All questions regarding the account referral process used by the Servicing Carriers and the reconciliation process.

The Servicing Carriers are not obligated to use the selected premium collection vendors (if multiple vendors are selected) equally. They are free to use the selected vendors based on the results and quality of services provided. Referrals are not centralized. Each Servicing Carrier uses a similar account referral set-up, but they may not be identical.

The Servicing Carriers will provide all of the specific account information necessary for the premium collection vendor to pursue the case, including, SSN; FEIN; telephone; address; etc. The reconciliation process should occur on at least a monthly basis with the Servicing Carrier.

12. All questions regarding 2nd placement assignments for existing inventory and forward flow 2nd assignments in the event there is more than 1 selected agency.

At the present time, the Plan does not wish to secure any bids for these services, however, we may consider such bids in the future.

13. All questions regarding Exhibit – II and if the answer to #1 is No, and we have no full time employees located in Minnesota, does that make #2 and #3 not applicable?

Yes.