



NEW HANOVER COUNTY
FINANCE DEPARTMENT, PURCHASING DIVISION
ADDENDUM 1

From: Lena Butler, Purchasing Supervisor
To: All Bidders
Project: "RFP# 21-0287_ Collection of Child Support"
Date: February 15, 2021

This Addendum is related to the County's Request for Proposals "**RFP # 21-0287_ Collection of Child Support**" and is hereby made a part of said Request for Proposals to the same extent as though it were originally therein.

1. Please reconfirm the due date for this procurement by providing it in response to answers to questions. **The deadline for receipt of proposals is March 2, 2021 by 5:00 PM EST.**
2. Why has this bid been released at this time? Can you inform me as to if any prior versions of this RFP exist from previous years? **The current contract for Child Support Enforcement ends effective June 30, 2021. The last RFP posted for Child Support Enforcement was RFP 17-0292 advertised on January 13, 2017.**
3. When is the anticipated award date? **Please refer to RFP 21-0287 page 5, Section 2, Item 2.3 Schedule. The contract when awarded to the selected vendor will be effective July 1, 2021.**
4. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract? **Please refer to RFP 21-0287 page 5, Section 2, Item 2.3 Schedule. The contract when awarded to the selected vendor will be effective July 1, 2021.**
5. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories? **Please refer to RFP 21-0287 Section 2.4: Preparation of Proposal.**

6. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. **New Hanover County Department of Social Services is satisfied with the performance of the current vendor.**
7. Has the current contract gone full term? **The current contract will complete the full term at the end of the current county fiscal year on June 30, 2021.**
8. Have all options to extend the current contract been exercised? **Yes. This is the final year for the county to opt for a 1-year consecutive renewal as per the terms outlined in RFP 17-0292 and the current vendor contract.**
9. Who is the incumbent, and how long has the incumbent been providing the requested services? **Please refer to RFP 21-0287 page 42 Attachment 2: Questions and Answers from Last Solicitation, question 5.**
10. How are fees currently being billed by any incumbent(s), by category, and at what rates? **Please refer to RFP 21-0287 page 42 Attachment 2: Questions and Answers from Last Solicitation, question 12 and 22.**
11. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **Please refer to RFP 21-0287 page 42 Attachment 2: Questions and Answers from Last Solicitation, question 14.**
12. To how many vendors are you seeking to award a contract? **Please refer to RFP 21-0287 page 42 Attachment 2: Questions and Answers from Last Solicitation, question 4.**
13. Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also? **Please refer to RFP 21-0287 page 42 Attachment 2: Questions and Answers from Last Solicitation, question 8.**
14. What collection attempts are performed or will be performed internally prior to placement? **Please refer to RFP 21-0287 page 42 Attachment 2: Questions and Answers from Last Solicitation, question 9.**
15. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? **Please refer to RFP 21-0287 page 42 Attachment 2: Questions and Answers from Last Solicitation, question 13.**

16. What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement? Please refer to RFP 21-0287 page 42 Attachment 2: Questions and Answers from Last Solicitation, question 17.
17. If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up? Please refer to RFP 21-0287 page 42 Attachment 2: Questions and Answers from Last Solicitation, question 18.
18. What is your case management/accounting software system of record? The North Carolina Division of Child Support Enforcement determines the case management/accounting software for the program. Currently the ACTS software is utilized for case management.
19. Who is your electronic payment/credit card processing vendor? Payment is not received by New Hanover County, but by North Carolina Department of Human Services. Noncustodial parents (NCPs) have the convenience of paying their child support by credit card by accessing the e-Child Support website ("www.ncchildsupport.com"). MasterCard, Visa, and Discover credit cards are accepted. Pre-paid Debit Cards are not accepted on the site.
20. What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs? The vendor should contact New Hanover County Social Services Director to facilitate any discussion.
21. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred? The North Carolina ACTS System may send alerts of potential deceased persons or the vendor is notified by parties associated with the child support case. Vital Records are search for confirmation of death.
- Also, please refer to the NC Division of Child Support Enforcement on the North Carolina Department of Health and Human Services website (<https://policies.ncdhhs.gov/divisional/social-services/child-support/policy-manual>) under the Enforcement , subsection Estate Collections.
22. How do your current processes and/or vendor relationship(s) handle the death of a responsible party? Please refer to the NC Division of Child Support

Enforcement on the North Carolina Department of Health and Human Services website (<https://policies.ncdhhs.gov/divisional/social-services/child-support/policy-manual>) under the Enforcement , subsection Estate Collections.

23. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future? Please refer to the NC Division of Child Support Enforcement on the North Carolina Department of Health and Human Services website (<https://policies.ncdhhs.gov/divisional/social-services/child-support/policy-manual>) under the Enforcement , subsection Estate Collections.
24. Do you currently search and file probated estate claims? Yes. Have you considered an automated tool to identify and file probated estate claims? The North Carolina ACTS system sends alerts of deceased person associated with cases.
25. Do offers provide a cost proposal only for one year, or for year one and each of the three (3) additional one (1) year period renewals? The bidder should provide the cost proposal for year one and the additional one-year renewals. The cost proposals awarded for the one year renewals will be negotiable, between the vendor and the county, based on the prior year performance.
26. Would the County consider eliminating the requirement for these bonds? Performance bonds are very rare in this line of work, so bonding companies are unfamiliar with this type of contract and may demand higher prices as a result, which will increase the bid prices submitted to the County. For example, in the past five years, we have bid on at least 16 similar contracts in six states, and we have not seen a requirement for either a payment bond or surety bond in a single RFP other than New Hanover County's. No, the Surety Bond is a requirement.
27. Sections 3.3.2.1, 3.3.2.2, and 3.3.2.5 appear to request the same information related to the bidder's experience and qualifications. To reduce redundancy, would the County consider consolidating these three sections, by eliminating 3.3.2.1 and 3.3.2.2 and revising 3.3.2.5 to read:
"Substantial and Successful Prior Experience: Demonstrate a prior, substantial experience in providing competent and successful management of child support enforcement programs in North Carolina or similar State and Local governments.
RFP 21-0287 terms will remain as published.

28. The answer to the question and the draft contract indicates that the County shall reimburse for fees in conjunction with the service of Show Cause actions. The child support program also requires service of process for establishment actions, modification actions as well as service of default orders. Will the County reimburse for sheriff's fees associated with the service of such legal actions? If not, please provide vendor costs for these actions for calendar year 2019 (pre-pandemic). **No. The current vendor cost for the actions specified for calendar year 2019 is \$12,238.32. This figure does not include process server fees.**
29. Will the County reimburse for service of process conducted by the sheriffs' departments in other North Carolina counties, or private process servers of government agencies in other states? **No**
30. Please confirm it is acceptable to provide an annual audit report prepared by the Contractor's external C.P.A. firm that is licensed in the Contractor's home state instead of North Carolina. **Yes, it is acceptable to provide an annual audit report prepared by an external C.P.A. firm in the contractor's home state.**