



Department of Procurement and Contract Compliance

RFP R41774

Addendum #4

Municipal Court Debt Collections

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THE ABOVE-MENTIONED PROPOSAL REQUEST IS HEREBY AMENDED AS FOLLOWS:

Addendum 4

The Unified Government of Wyandotte County/Kansas City, Kansas hereby provides Offerors with answers to written questions for RFP R41774 Municipal Court Debt Collections and corrections to the evaluation criteria. Respondents must deliver their Addendum 4 with their proposal **March 12, 2026, at 2:00 p.m. Central Daylight Time (CDT) in the Clerk's Office located on Floor 3, Room 323.**

Question 1: Page 19, Article VII.2.b. Is there a revision to the current requirement for experience operating fitness facilities?

Answer: Yes. See corrections made after Q/A section.

Question 2: Has the current contract gone full term?

Answer: Yes

Question 3: Have all options to extend the current contract been exercised?

Answer: No, auto-renewals on a month-to-month basis.

Question 4: Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer: Linebarger, since 2011.

Question 5: To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Answer: The Offeror must be located geographically in the U.S., preferably located in Kansas or Missouri, close to the Unified Government.

Question 6: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer: Current incumbent's fee rate is 33% of amount collected.

Question 7: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer: None. The current incumbent does not receive payment from the Municipal Court.

Question 8: To what extent are these accounts owed by private consumers versus commercial businesses?

Answer: Approximately 98% - 99% of Municipal Court defendants are private consumers (citizens).

Question 9: 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?

Answer: All accounts will be primary placements, with the exception of those uncollected accounts previously held by incumbent – some of these accounts will be placed with new vendor.

Question 10: What collection attempts are performed or will be performed internally prior to placement?

Answer: No formal collection attempts other than a defendant being ordered to pay by a specific date – once that date has arrived, if money is still owed, it will go to collections.

Question 11: What is the total dollar value of accounts available for placement now by category, including any backlog?

Answer: Approximately \$1,350,000.00

Question 12: What is the total number of accounts available for placement now by category, including any backlog?

Answer: Approximately 10,000 – the only category would be fines/fees owed.

Question 13: What is the average balance of accounts by category?

Answer: Approximately \$120 to \$150 – with the only category being fines/fees owed.

Question 14: What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

Answer: Varies – anywhere from 1 to 10 years

Question 15: What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

Answer: This will vary as it depends on the number of persons ordered to pay fines/fees. The Municipal Court, on average, hears 30,000 – 35,000 cases per year.

Question 16: What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

Answer: This will vary as it depends on the number of persons ordered to pay fines/fees, and have failed to pay the full amount owed.

Question 17: 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?

Answer: In excess of \$500,000 annually (best years), but it seems the overall average would be between \$300,000 - \$500,000 annually.

Question 18: What billing servicer do you utilize?

Answer: The Municipal Court does not have a billing servicer.

Question 19: Have all cases been fully adjudicated by the time of placement?

Answer: Most of the time; however, in some instances, the case may still be open.

Question 20: 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?

Answer: Current incumbent was instructed to stop active collection efforts (January 2025). A fair amount of our backlog, much of which was held by the incumbent, may potentially be moved to the new vendor. The number of accounts will depend on how far back our Judges want to go.

Question 21: What is your case management/accounting software system of record?

Answer: In process of implementing new software – Municipal Justice by Tyler Technologies.

Question 22: Who is your electronic payment/credit card processing vendor?

Answer: PayIt

Question 23: Can you please indicate what inbound and outbound contact methods, beyond phone calls or letters (such as email and text), would be permitted by the scope of work?

Answer: Inbound and outbound contact methods will be at the Offeror's discretion. The Unified Government reserves the right to negotiate contact methods with the awarded Offeror.

Question 24: Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Answer: Proposals are due no later than Thursday, March 5, 2026, at 2:00 PM in the Clerk's Office located at 701 N. 7th Street, Room 323, Kansas City, Kansas 66101.

Question 25: Why has this bid/RFP been released at this time?

Answer: As the current agreement is over 10 years old, the Unified Government has decided to explore options available in the current market. Additionally, we have implemented a new court management software that will allow for a more streamlined, efficient collection process that is not so manually intensive.

Question 26: When is the anticipated contract start date?

Answer: TBD

Question 27: When is the anticipated award date?

Answer: TBD

Question 28: 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?

Answer: There are no goals in place.

Question 29: 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?

Answer: Offerors may create their own pricing categories given they follow any pricing and cost requirements specified within the RFP (e.g., Section II.4 Prior Experience, Section V.1 Scope of Work).

Question 30: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer: Given the limitations of our current court management system, the work done by our most recent vendor was satisfactory.

Question 31: In regard to Attachment C, Intent to Self-Perform, large collection agencies typically outsource the printing and mailing of letters. In this instance, should we not sign Attachment C?

Answer: No

Question 32: RFP Page 19, Section VI.1 requests a total of four references (2 professional and 2 personal) and RFP Page 20 requests 3 references. Please clarify the number of references required to meet RFP requirements. Additionally, please clarify the distinction between "professional" and "personal" references --- our collection agency is proposing to collect on your behalf so "personal" references are confusing. Are you simply requesting all references to be able to speak to the performance of the collection agency?

Answer: See corrections after the Q/A section. Yes, we are asking for three (3) professional references to speak to the performance of the collection agency.

Question 33: #2 Company Profile & Qualifications #b states: b. Relevant experience operating fitness facilities, particularly in public or community settings. This RFP is not for fitness facilities. Please advise.

Answer: See corrections after the Q/A section.

Question 34: Evaluation criteria #1 Experience & Qualifications states: Demonstrated success in operating community-based fitness centers. This RFP is not for a fitness center. Please advise.

Answer: See corrections after the Q/A section.

Question 35: Is legal collections in scope for this RFP?

Answer: See Amendment 2 for clarification.

Question 36: It looks like the proposal format is from a previous RFP regarding a managing a fitness facility. Can you share an updated RFP when it's available?

Answer: See corrections after Q/A section.

Question 37: The RFP states that the court processes approximately 30,000-35,000 cases annually. Is this the number of accounts expected to be assigned to collections, or if not, what is that number? What is the number and their dollar value that the successful respondent will receive for collections?

Answer: See answers on questions 13, 14, and 15

Question 38: What is the average balance of the accounts to be assigned?

Answer: See answers on questions 13, 14, and 15

Question 39: Section 5. Equipment & Facility Plan and the subsequent questions in that section don't seem to apply to this RFP. Was this section also meant for fitness facilities that were also referenced in this RFP?

Answer: Section 5 is removed. A previous RFP was used as the template for this RFP and information was not removed in error.

Question 40: Section 4. Financial Proposal #a references: Pricing structure for memberships, programs, and services. Was this also meant for a fitness center?

Answer: See changes after Q/A section.

Question 41: Was Section 7 also meant for a fitness center?

Answer: Section 7 is relevant to this RFP. See Section III.4 for Insurance Requirements.

Question 42: Section VI.1 Proposal Format and Content, Bullet #7: Requests 4 references (2 professional and 2 personal). Article VII. Submission Requirements #a: requests at least references. Please clarify 3 or 4. Please advise as to how personal references should be provided for a company?

Answer: See corrections after the Q/A section. We are asking for three (3) professional references to speak to the performance of the collection agency.

Question 43: Please confirm that when you require the responses to be unbound that the only "binding" you will allow are paper clips or binder clips

Answer: Confirmed.

Question 44: What is the collection success rate (recovery rate/liquidation percentage) of the current incumbent?

Answer: See answer on question 17

Question 45: How much was the current incumbent(s) paid by the WYCOKCK in the last Fiscal Year?

Answer: Zero dollars. The incumbent does not charge the Unified Government but does collect their portion from the cost collection rate billed to the payer.

Question 46: What is the Total volume of inventory (both # & \$ value) available for referral now?

Answer: See answer on questions 13, 14, and 15

Question 47: What is the average balance of accounts referred or anticipated to be referred to collections?

Answer: See answer on questions 13, 14, and 15

Question 48: What is the average age of accounts at the time of referral (i.e., 90-days, 150 days, etc.)?

Answer: Varies

Question 49: How long does the contractor keep the accounts?

Answer: Until the account is deemed uncollectible.

Question 50: What are the most common debt types (traffic tickets, restitution, etc.) referred?

Answer: Traffic

Question 51: With what frequency will the WYCOKCK refer accounts (i.e., daily, weekly, monthly, etc.)?

Answer: TBD – will know more with implementation of new system.

Question 52: What is the anticipated, ongoing volume of the weekly, monthly, etc. referrals (both # and \$ value)?

Answer: See answer on question 16

Question 53: How or in what method/manner will the WYCOKCK provide update/payment files to the contractor?

Answer: Through our new court management system – which is why the vendor must be able to integrate with Tyler's system.

Question 54: With what frequency will the WYCOKCK provide these update/payment files to the contractor (i.e., daily, weekly, etc.); (i.e., daily, weekly, etc.); specifically, for payments received directly by the court?

Answer: See answer on question 51

Question 55: Will the inventory currently assigned to existing agencies be pulled and sent to any new agencies awarded? If yes, what is the estimated volume (# and \$ value) and the average age of the accounts to be re-referred to a new agency, by department?

Answer: See answer on questions 11, 12, and question 14

Question 56: What percentage of accounts will have a judgment in place at the time of referral, if any?

Answer: All referrals have a judgment

Question 57: What collection activities take place on the accounts, by the city/departments, prior to referral to the agencies?

Answer: See answer on question 10

Question 58: Will the WYCOKCK continue any collection efforts on accounts after referral to the agencies? If yes, please describe those efforts?

Answer: No

Question 59: Are legal services a part of this RFP and Scope of Work? If yes, should we be submitting legal pricing as well?

- If yes, how many accounts did the city/incumbent pursue via legal means in the last fiscal year?
- If yes, describe the expected legal services (i.e., judgements, etc.).

Answer: Legal collection cases rarely arise for the Unified Government and as stated in Addendum 2, although legal services are not currently anticipated, the Unified Government may request them during the term of the

agreement. Pricing will be requested at the time services are needed. To the extent legal services are required under the agreement, such services will only be conducted by explicit direction of the Chief Counsel of the Unified Government.

Question 60: Section II.4, Page 10 “Prior Experience”, Bullet 1 states: That offeror must indicate whether attorneys on staff are licensed to practice in Kansas...”; This statement implies that 1) Contractors are required to have attorneys on staff, and 2) that legal services are part of this RFP. As such, please confirm if contractors are required to provide legal services and/or have attorneys on staff, as standard collection services do not require these two items.

Answer: See Addendum 2

Question 61: Section II.4, Page 10, “Prior Experience”: Should this RFP also include legal services, then please advise how many accounts/cases did the incumbent and/or the city take legal collection action in the last FY?

Answer: See response to question 59

Question 62: Section II.4, Page 10, Bullet 6 under “Prior Experience”. This bullet, 1st sentence states “Offeror must state whether they provide EMS collection services”. Is this a typo or does this RFP also include EMS collections along with court collections? Please clarify.

- If yes, then bullet 2 only asks for court collection references, not EMS. Can we/should we include both?

Answer: See Addendum 2

Question 63: Section III.4, Page 12, Insurance Requirements: Are we required to provide proof of insurance (cert) with our proposal or is this only required upon contract award?

Answer: Contract award.

Question 64: Article V, Section V.1 “Scope of Work”, Page 15: Will the contractors contingency fee be added to the debts owed the court, to be collected from the defendants/consumers?

- a. If yes, will that fee be added prior to referral?
- b. If yes, Item 7, Page 16 states that 100% of all funds collected will be remitted back to the court (Gross remit). Does this include contractors’ fees, in which the contractor will then invoice the court for owed fees?

Answer: For Municipal Court, the funds collected would only be those funds owed the court – any other fees collected belong to the vendor.

Question 65: Article VI “Proposal Format”, Page 17, states that we MUST submit hard copy proposals; yet, Section VI.2 “Requirement to Register”, Page 19 states: “A respondent may submit a complete copy of its response on the Unified Government’s e-procurement system listed here: <https://purchasing.wycokck.org/eProcurement>; Please confirm that it is acceptable to upload our responses in this portal/web site vs. mailing hard copies.

Answer: Hard copies are required with a flash drive. It is optional for a respondent to upload a copy to the e-Procurement site.

Question 66: Article VII(2)(d), Page 19: This section again mentions EMS collections. Please advise if this is included in this RFP.

Answer: See Addendum 2

Question 67: Article VII, “Submission Requirements”, Items 4, 5, 6 & 7 on Page 20 do not seem to be applicable to a standard debt collection service contracts. For example:

- a. Item 4 asks for pricing structure for memberships, programs and services; budget forecast and financial modeling. This is a pretty straightforward pricing model in that it is a single contingency rate and these other categories do not apply. Please advise.
- b. Item 5 asks for a list of equipment, maintenance strategies, facility layouts, etc. This is not applicable as we provide collection services, not equipment or facilities. Please advise.
- c. Item 6 asks for our community access & inclusion plan. This, too, seems incompatible to a collection contract. How are you proposing that we include the community in the collection of delinquent accounts? The pricing models asked for here and the requested outreach strategies imply that we are marketing or selling something to the consumers at different prices. That is not how these collection contracts work. Please advise.
- d. Item 7 asks for risk mitigation & emergency procedures. Please clarify in what capacity. Are you asking for our Disaster Recovery & Business Continuity Plans and/or Risk Assessment Policies? It is unclear what you are looking for here. Please advise.

Answer: A & B. See changes after the Q/A section.

C. Clarify how your pricing model or structure does not or would not add undue financial hardship to the payers. Do you have an outreach strategy that doesn't engage in predatory behavior, specific to underrepresented or low-income community(ies)?

D. Both. We want to ensure data is protected in the event of a disaster or cyber incidents.

Question 68: Article VIII, "Evaluation Criteria", Items 1-5 on Page 20 also do not seem applicable to a debt collection contracts. For example:

- a. Experience & Qualifications measures us demonstrating success in operating community-based fitness centers. This appears to have nothing to do with the scope of work of this RFP and we assume is a typo. Please clarify the actual measurement.
- b. Program & Operations Plan measures us on our understanding of shared-space operations; again, not applicable to a third party, outsourced collection contract. Please clarify.
- c. Financial Proposal & Sustainability measures us on the strength and clarity of the financial model. In this case it is a single contingency rate; as such, are you simply ranking us/measuring us based on the price proposed? Please clarify.
- d. Staffing & Customer Service Approach measures us on 'credentialing, coverage plan, safety training, etc. all of which is not applicable to a collection contract. Please clarify what we will actually be measured on in this section.
- e. Page 21, Community Engagement & Access measures us on our ability to serve diverse populations; plane for affordability and local collaboration. As with the previous sections, this is not applicable in a collection contract. Please clarify.

Answer:

A, B, This has been corrected. See changes after the Q/A section.

C. Simply on price proposed.

D. A change has been made, see changes after the Q/A section. The measurement on this criterion is how well the management plan supports all the project requirements and logically lead to the deliverables required in the RFP. Looking at accountability, the organization and qualifications of the team, and customer service.

E. See response to 75 C. Our goal is to ensure respondents do not engage in predatory behavior or charge the community a high fee.

Question 69: What commissions were paid to your current vendor in 2024 and 2025?

Answer: The Unified Government did not remit payment to the vendor. The vendor collects their portion from the cost collection rate billed to the payer.

Question 70: Page 16, Section V.1, Item 11 says: “Offeror shall prepare other reports which the Court may require, such as 5 special reports as they relate to the collection of these accounts or other services provided by the Respondent.”

The RFP does NOT specify what the five special reports are. It only states that the Court may require them. Are the four reports listed in Item 10 the “five special reports” mentioned in Item 11?

Answer: Yes. The special reports mentioned in Item 11 are listed throughout in Items 8-10.

Question 71: Experience Equivalency - The RFP requests experience with municipal court debt collections and comparable contracts within the past three (3) years. Would the Unified Government consider experience with municipal utilities, code enforcement, parking citations, and other court-ordered municipal receivables to be equivalent experience, provided the vendor demonstrates compliance with court directives, statutory reporting requirements, recall authority, and judicial oversight?

Answer: Yes, provided the vendor demonstrates compliance with court directives, statutory reporting requirements, recall authority, and judicial oversight.

Question 72: Fee Structure Expectations - The RFP emphasizes flexibility in collection fees and sensitivity to the socioeconomic makeup of the community. Does the Unified Government have a preferred range or structure for contingency fees (such as introductory rates, tiered pricing, or performance-based adjustments), or should Offerors propose their recommended structure for evaluation?

Answer: The Offeror should propose their recommended structure for evaluation.

Question 73: Incumbent Vendor Information - Is there a current or recently expired collection services vendor for Municipal Court debt collections? If so, would the Unified Government be willing to share high-level performance goals or areas for improvement that informed the issuance of this solicitation?

Answer: The Unified Government does not have performance goals in place. This solicitation was issued to explore current available market options.

Question 74: Legal Action Expectations- The RFP notes that any legal action requires prior approval from the Unified Government’s Legal Department. Does the Court anticipate legal escalation as a routine component of this contract, or primarily as an exception-based tool for specific account categories?

Answer: Legal collection cases rarely arise for the Unified Government and as stated in Addendum 2, although legal services are not currently anticipated, the Unified Government may request them during the term of the agreement. Pricing will be requested at the time services are needed. To the extent legal services are required under the agreement, such services will only be conducted by explicit direction of the Chief Counsel of the Unified Government.

Question 75: Reporting Priorities - Beyond the statutory reporting requirements outlined in the RFP, are there specific performance indicators or reporting formats the Court finds most valuable when evaluating vendor performance (such as recovery rates by age, dispute trends, complaint metrics, or recall responsiveness)?

Answer: There are no performance goals or vendor evaluations for this RFP in place at this time.

Question 76: RFP Page 3, Section 1.2 Purpose states “The Offeror shall collect debts owed to the District Court (“Court”) and references the purpose of the RFP as “Municipal Court Debt Collections.” RFP Page 10 Section II.4 instructs “Offeror must state whether they provide EMS collection services.” Please confirm and clarify that this RFP seeks collection services only for debts owed to the Court. If the scope of this RFP is beyond court collections, please provide additional details on the full scope of services sought by this RFP.

Answer: See Amendment 2 for clarification.

Question 77: RFP Page 10, Section II.4 instructs to “...indicate whether attorneys on staff are licensed to practice in Kansas and/or in another state.” Please confirm whether having a full time collection attorney on staff is a requirement or preference. As a collection agency, is it sufficient to have lawyers available from a referral list to complete legal work when necessary?

Answer: Preference. A collection agency may have lawyers available from a referral list, but must adhere to Article V. Project Scope, Municipal Court: Requirements and Deliverables #12.

To the extent legal services are required under the agreement, such services will only be conducted by explicit direction of the Chief Counsel of the Unified Government.

Question 78: RFP Page 10, Section II.4 requests “number of current government clients: as well as description of three comparable contracts. Please describe the evaluation criteria and points to be scored based on this list. What factors for this requirement will be analyzed to distinguish and evaluate/score the similar government client experience? Will more points be earned if our agency handles government collection work along with other collection type work?

Answer: See corrections after the Q/A section.

Question 79: RFP Page 14, Article IV suggests the Court processes approx. 30,000 to 35,000 cases annually. Please provide a best estimate with regard to the annual volume of delinquent accounts that may be referred for collection efforts (provide case volume as well as approx. total dollars of this anticipated volume). If there is a current backlog of accounts/cases that will be referred upon implementation, please describe this volume and dollar amount.

Answer: This will vary as it depends on the number of persons ordered to pay fines/fees. See responses to questions 13-15.

Question 80: RFP Page 15, Section V.1 states offeror should be willing to work with the Kansas Setoff Program. Please describe how the Kansas Setoff Program works generally, and provide a generic narrative as to how Offeror participates in the program.

Answer: Visit the State of Kansas Website for more information regarding the Kansas Setoff Program. [Setoff Program | Kansas Department of Administration \(https://admin.ks.gov/offices/accounts-reports/state-agencies/finance/setoff-program\)](https://admin.ks.gov/offices/accounts-reports/state-agencies/finance/setoff-program)

Question 81: RFP Page 19, Section VI.1 Proposal Format and Content states offeror must provide “A Letter of Interest and a writing sample of an advisory opinion.” Please describe specifically what is sought in a Letter of Interest (is this something different than a cover letter and/or our content within our proposal?). Please describe in detail what you seek in your request for “a writing sample of an advisory opinion.”

Answer: The Letter of Interest is similar to a cover letter and should briefly indicate the Offeror’s interest in submitting their proposal in response to this RFP. The writing sample of an advisory opinion should be an example of the Offeror’s advisory opinion writing and does not need to be specific to this RFP.

Question 82: RFP Page 19, Section VII, 2d requests additional information about EMS collection services and/or other specialized services offered. Please clarify if this RFP seeks services beyond court collections. Please provide specific statement with regard to the scope of services sought, as well as how handling EMS/other services will be evaluated/scored in this RFP.

Answer: See Addendum 2 for clarification.

Question 83: RFP Page 20, Article VIII Evaluation Criteria. There does not appear to be any requirement within the RFP for offeror to provide a proposed cost of collection. Additionally, under Article VIII there does not appear to be evaluation/scoring of cost of collection. Please advise if cost of collection is a requirement for the proposal, or whether the collection service provider will be selected based upon the Article VIII evaluation criteria and then a cost of collection fee will be negotiated with the selected collection service provider. If cost of collection is required, please advise of the format you wish to have cost of collection proposed. In the event

cost of collection is required, please describe in detail how cost of collection will be analyzed/evaluated/scored – including any scoring calculation method - in light of the fact it is not currently listed in the evaluation criteria.

Answer: See page 20, Article VIII #3. Offeror must include their proposed cost of collection within their proposal. Please see revised Articles VII and VIII below.

Question 84: Since an amendment may include both submission requirements and evaluation criteria, would the Government consider adjusting timelines and re-opening the Q&A period so that all respondents may review the substantive clarifications and submit any follow-up questions needed to ensure fully compliant proposals?

Answer: Not at this time but may reconsider if necessary.

Question 85: Section VI.I Proposal Format and Content, states The provided Proposal Form must be completed but no form was provided. Can you please provide the form or clarification? We are waiting credentials to be approved and cannot access the portal.

Answer: The proposal form is Attachment A – Signature Page on page 23 of the RFP.

Question 86: Will you consider accepting an electronic submittal through the <https://purchasing.wycokck.org/eProcurement> portal in lieu of hardcopy submissions?

Answer: No

Question 87: If so, what determines a 1st placement? Is it the length of time the account has been delinquent/sent to collections (ex: 0-12 months) or is it the number of times the account has been placed with an agency?

Answer: A defendant being ordered to pay by a specific date – once that date has arrived, if money is still owed, it will go to collections.

Question 88: If accounts do not have placement levels, can you please provide a breakdown of account backlog that will be assigned to the contractor that contains the number of accounts and their dollar value broken out by year of issuance? For example: 2023: 1,000 cases/\$30,000, 2024: 2,000 cases/\$65,000, etc. Knowing the age of the debts assist us in offering the City the most competitive pricing.

Answer: See response to question 17

Question 89: In Section I.11 Location of Work, it's stated that all work must be performed at the offerors place of business. Is remote work in the United States allowed? We have collectors that work remotely and in our offices. We would aim to hire remote workers in Wyandotte County, Kansas, if allowed.

Answer: The Offeror must be located geographically in the U.S., preferably located in Kansas or Missouri, close to the Unified Government. Remote work in the United States is allowed.

Question 90: Is a vendor required to have an office in the State of Kansas?

Answer: No

Question 91: Section III.7 Offeror's Personnel, states the Offeror will use commercially reasonable efforts to recruit employees who reside in Wyandotte County, Kansas. What percentage of employees are required to reside in the County and are they also required to be in office or can they work remotely?

Answer: There is not a set percentage of the Offeror's employees required to reside in the County. Remote work in the United States is allowed.

Question 92: In Section II.4 Prior Experience, it states the Offeror must also indicate whether attorneys on staff are licensed to practice in Kansas and/or in another state. Are we required or preferred to have attorneys licensed to practice in Kansas?

Answer: Required. It is anticipated that any legal services provided under this agreement will be provided within the State of Kansas. Therefore, to the extent that Chief Counsel of the Unified Government approves and directs such legal services, an attorney licensed to practice in Kansas would be required to do the work. If the Offeror does not have on staff attorneys licensed to practice in Kansas, they may have Kansas-licensed lawyers available from a referral list.

Question 93: Does winning this contract guarantee business placement?

Answer: A contract must be executed.

Question 94: If you intend to award contract to multiple vendors, will vendors be competing for market share? How are the placement volumes determined?

Answer: This will be negotiated with awarded vendors should the Unified Government decide to award to multiple vendors.

Question 95: Are contractors allowed to accept partial payment plans from debtors?

Answer: Yes

Question 96: What is the estimated contract start date?

Answer: TBD

Question 97: What is the current version of Tyler Municipal Justice (MJS) used by the Court, and does the Court have any custom modules or fields we must accommodate?

Answer: The Tyler Municipal Justice system implementation is still in process. Customization of will be discussed with the awarded vendor once the implementation is complete.

Question 98: What level of integration is required? What must be integrated? For example, is the City looking for file updates, or is the City looking for API integration between our software and Tyler Municipal Justice?

Answer: At this time, API integration between Offeror's software and Tyler.

Question 99: If integration is required, will the Court provide API access, SFTP, flat-file extracts, or another integration method for data transfers?

Answer: The awarded Offeror will work with the Unified Government Department of Technology to ensure the integration is completed.

Question 100: What is the expected frequency of data transfers (real-time, daily batch, weekly batch)?

Answer: This will be discussed with the awarded Offeror.

Question 101: Does the Court permit SMS, email, and other digital outreach methods as part of collections activities?

Answer: Yes

Question 102: Are there language access requirements (Spanish, Vietnamese, etc.) for communities served?

Answer: Our community includes a significant Spanish-speaking population.

Question 103: When collecting payments by credit/debit card, which merchant account should be used to process those transactions? Should the vendor process payments through its own merchant account and remit funds to the City, or will the Unified Government require the use of its merchant account for payment processing?

Answer: Offeror may process payments through its own merchant account and remit fund to the Unified Government.

Question 104: Regarding the requirement that proposals be unbound, would submission on three-hole punch paper in a three-ring binder, allowing sections to be easily removed, be considered an acceptable format?

Answer: No

Question 105: In Section V.1 – Scope of Work, the Unified Government states: “Solution collection software to support all collection operations; specialized collection notices, media campaigns...” Can you please clarify what is meant by “media campaigns”, and whether this refers to public awareness efforts, debtor communications, advertising, or other outreach activities expected of the awarded agency?

Answer: This pertains to digital debtor communications and outreach.

Corrections to Section VI.1 Proposal Format and Content, Article VII. Submission Requirements, and Article VIII. Evaluation Criteria

1.1. Proposal Format and Content

The Unified Government discourages overly lengthy and costly proposals, however, in order for the Unified Government to evaluate proposals fairly and completely, offerors should follow the format set out herein and provide the following information:

- An index noting each section of the submitted proposal.
- Submittal sections that are clearly tabbed for easy access and reference.
- The provided “Proposal Form”.
- A Letter of Interest and a writing sample of an advisory opinion.
- A Statement of Qualifications, including the abilities, qualifications, education, and experience of all person(s) who will be assigned to provide the required service.
- Three (3) professional references, including contact person name and phone number
- Cost of Service

Article VII. Submission Requirements

Offerors must submit a complete response that includes the following components. Incomplete proposals may not be considered.

1. Cover Letter

- a. Brief summary of the organization’s interest, experience, and understanding of the scope.
- b. Include a primary point of contact, phone number, and email.

2. Company Profile & Qualifications

- a. Legal business name, structure, and history.
- b. Relevant experience in debt collections, particularly with local government, public, or community entities.
- c. Description of leadership team and management approach.
- d. Additional information: EMS Collections Services and/or other specialized services offered.

3. Proposed Scope of Services

- a. Detailed plan to meet or exceed each element of the Scope of Services outlined in the RFP.
- b. Service offerings.
- c. Staffing plan with credentials.

4. Financial Proposal

- a. Pricing structure for services and transparency in pricing.
- b. Proposed financial model.
- c. Operational sustainability/long-term viability plan

~~5. Equipment & Facility Plan~~

- ~~a. List of equipment to be provided (brands/types/quantities).~~
- ~~b. Maintenance and replacement strategy.~~
- ~~c. Facility layout or conceptual use of space (if applicable).~~

6. Community Access & Inclusion Plan

- a. Plan to ensure equitable access for all community members.
- b. Discounted or subsidized pricing models.
- c. Outreach strategies for underrepresented populations.

7. Insurance & Risk Management

- a. Proof of insurance or statement of insurability.
- b. Risk mitigation policies and emergency procedures.

8. References

- a. At least three (3) professional references from current or recent contracts of similar size and scope.
- b. Include contact name, phone number, and project description.

Article III, Evaluation Criteria

Proposals will be evaluated based on the following weighted criteria:

1. Experience & Qualifications – 20 Points

Demonstrated success in debt collections for Municipal courts; experience working with local government, public, or community entities.

2. Program & Operations Plan – 20 Points

Quality, variety, and inclusiveness of proposed services; understanding of Municipal Court Dept Collections

3. Financial Proposal & Sustainability – 20 Points

Strength and clarity of the financial model; long-term viability; transparency in pricing/fees.

4. Staffing & Customer Service Approach – 15 Points

Credentialed staff, coverage plan, customer service model, data security training, etc.

5. Community Engagement & Access – 15 Points

Ability to serve diverse populations; plan for affordability, inclusivity, and local collaboration.

6. References & Past Performance – 10 Points

Strength and relevance of references; quality of service delivery in past projects.

THE ATTACHED SIGNATURE PAGE MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL RESPONSE.

In other respects, except as specifically stated above, the subject Proposal Request remains unchanged.

Addendum 4, Q&A

SIGNATURE PAGE

Offerors are asked to acknowledge receipt of this Addendum Number Four (4) by completing the information requested below **and submitting this information with their proposal**. Failure to do so may subject the offeror to disqualification.

ALL OTHER SPECIFICATIONS AND CONDITIONS REMAIN UNCHANGED.

RECEIPT OF THIS ADDENDUM IS HEREBY ACKNOWLEDGED

NAME/BUSINESS: _____

ADDRESS: _____

MAILING ADDRESS: _____

CITY: _____, STATE: _____, ZIP CODE: _____

PHONE: _____, FAX NO: _____

E-MAIL ADDRESS: _____

ATTENTION OF: _____

TITLE: _____

SIGNED: _____

DATE: _____