



## Solicitation Addendum

**Solicitation Number:** DIT-501165-000

**Solicitation Description:** Debt Collection Services

**Solicitation Opening Date and Time:** **Changed to December 11, 2025**  
**2:00 P.M. ET**

**Addendum Number:** 3

**Addendum Date:** November 13, 2025

**Contract Specialist or** *Beverly Satterfield, Contract Specialist*

**Purchasing Agent:** *Beverly.satterfield@nc.gov | : 919-754-6614*

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1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.
  2. The solicitation is hereby modified as follows:
    - M1. Attachments C through I were inadvertently left off Addendum 2. Vendor should complete and return Attachments C through I included with this Addendum 3.
    - M2. Attachments – All attachments have been updated with correct page numbers and headings.
      - Attachment D – Attachment D has been replaced in its entirety. The updated Attachment D is included with this addendum.
      - Attachment G – has been modified as follows. Vendor should use updated Attachment G with this addendum.
        - (a) “Number of vendors or technical staff supporting, maintaining and managing the offered solution” Removed from Attachment G.
        - (b) “Number of end users supported by the offered solution” Removed from Attachment G.
        - (c) “What was the Vendor's success rate in collecting on past due accounts?” Was added to Attachment G.
      - Attachment I has been replaced in its entirety. The updated Attachment I is included with this addendum.
    - M3. Reserved Attachment B, Section 1, Paragraph 38 a) and b) only as noted elsewhere in this document.
    - M4. Section 2.4 - Contract Term is replaced in its entirety as follows: A contract awarded pursuant to this RFP shall have an effective date as provided in the Notice of Award. The term shall be 5 years(s) and will expire upon the anniversary date of the effective date unless otherwise stated in the Notice of Award, or unless terminated earlier. The State retains the option to extend the Agreement for two (2) additional one-year periods at its sole discretion. The State reserves the right to further amend the contract's intent of coverage or term as may be required by future legislative activities or at the State's discretion.

M5. 3.1.1 Requirements (A), 2. – **The following section is reserved in its entirety:**

“Vendor (If submitting a proposal for Type One – School or Student Loan Debt – see section 2.2A), must have a Compliance Attestation Audit of the Title IV Student Financial Assistance Program, performed by a Certified Public Accountant.

Yes, documentation is attached or  No, documentation is not provided.

M6. The following Section has been added to 3.1.2 Specifications.

**Sub-Section 3.1.2 (F) Collection Service Type One: Title IV Services and Documentation Description.**

If submitting a proposal for Collection Services Type One, describe Vendor’s services in relation to Title IV of the Higher Education Act of 1965 (20 U.S.C. § 1070 et seq.) and applicable federal regulations (e.g., 34 CFR Part 668), including the nature and scope of Vendor’s services provided under Title IV, such as disbursement, eligibility determination, servicing, or collections, and the statutory, regulatory, or guidance basis for Vendor’s Title IV-related responsibilities. Describe the relevant documentation that aligns with Vendor’s scope of services, such as compliance audits conducted in accordance with the Title IV Audit Guide issued by the U.S. Department of Education’s Office of Inspector General, or other documentation recognized by the Department, such as assurance letters. In lieu of describing the documentation, Vendors may provide copies of the documentation. However, Vendor choosing to describe the documentation should also submit copies of the documentation.

3. Following are questions received about the solicitation and the State’s answers to the questions:

	Citation	Vendor Question	State Response
1	5	If the vendor is not bidding on student loans, should the vendor skip question 5?	Vendor did not cite a specific section for this question. Vendor should provide responses related to any applicable loan type that they are offering in their bid response.
2	Execution, Page 1	Should offers complete the Execution section of this page only or provide the full page with the Execution section completed in their response?	Vendors should include the completed and signed <b>full</b> Execution section in their bid response.
3	Offer Cover Page	Please clarify if the correct RFP ID number for this solicitation is “DIT-501165-000” or “ITS-501165-000.”	The RFP ID number is DIT-501165-000.

4	Section 1, Sub-Section 4, Page 30, Attachment B.	Does the State consider vendors providing services such as skip tracing and/or letter vendors to be subcontractors?	Yes. Service will be at vendor's expense. Per Attachment B, Section 1, Paragraph 4 "Subcontracting": "The Vendor may subcontract the performance of required Services with Resources under the Agreement only with the prior written consent of the State contracting authority".
5	General RFP Question, Page Number not provided.	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	This State does not maintain this information.
6	General RFP Question, Page Number not provided.	What is the average age of accounts to be placed?	The State does not have this information.
7	General RFP Question, Page Number not provided.	How are fees currently being billed by any incumbent(s), by category, and at what rates?	On the current NC Dept. of Justice contract, vendors collect a fee/percentage of the actual monies recovered. In accordance with the current RFP, the vendor submits a semi-monthly statement to the State agency, institution, or university, accompanied by a check payable to the State agency, institution, or university covering the total amount of all payments received by the vendor on behalf of that State agency, institution, or university and an invoice for the collection fee corresponding to the payments covered in each semi-monthly. Any incumbent vendors who are awarded a contract under this RFP may or may not be chosen for the same accounts. Services performed under this RFP will be billed in accordance with the collection fees proposed as a result of this RFP. statement. The rate information is not available at this time.
8	General RFP Question, Page Number not provided.	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	This State does not maintain this information.
9	General RFP Question, Page Number not provided.	To what extent are these accounts owed by private consumers versus commercial businesses?	The State does not have a breakdown of private consumer versus commercial business accounts. Both types of accounts may apply.

10	General RFP Question, Page Number not provided.	Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?	The North Carolina Department of Information Technology (NCDIT), serving as the statewide contract administrator, does not make or enforce decisions regarding litigation authority or related financial thresholds. Any such decisions are at the discretion of the user or purchasing agency and are subject to applicable laws, rules, policies or guidelines.
11	General RFP Question, Page Number not provided.	What is the total dollar value of accounts available for placement now by category, including any backlog?	The State does have this information.
12	General RFP Question, Page Number not provided.	What is the total number of accounts available for placement now by category, including any backlog?	The State is soliciting an indeterminate value contract which will be utilized by the State and Local Government entities, universities, and community colleges. The State cannot predict the number or value of accounts that may be placed.
13	General RFP Question, Page Number not provided.	What is the average balance of accounts by category?	The State does have this information.
14	General RFP Question, Page Number not provided.	What is the average age of accounts placement (at time of award and/or on a going-forward basis), by category?	The State does have this information.
15	General RFP Question, Page Number not provided.	What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?	The State is soliciting an indeterminate value contract which will be utilized by the State and Local Government entities, universities, and community colleges. The State cannot predict the number or value of accounts that may be placed.
16	General RFP Question, Page Number not provided.	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?	The State does have this information.

17	General RFP Question, Page Number not provided.	What billing service do you utilize?	The vendor submits a semi-monthly statement to the State agency, institution, or university, accompanied by a check payable to the State agency, institution, or university covering the total amount of all payments received by the vendor on behalf of that State agency, institution, or university and an invoice for the collection fee corresponding to the payments covered in each semi-monthly statement. The billing service would vary by using the entity. Each agency does its on billing.
18	General RFP Question, Page Number not provided.	Who is your electronic payment/credit card processing vendor?	The accounts are managed by the individual state agencies, institutions and universities who utilize this contract. The electronic payment/credit card processing vendor may vary by user.
19	General RFP Question, Page Number not provided.	Please provide the total number of accounts placed for collection annually, along with the total dollar value of those placements.	The State is soliciting an indeterminate value contract which will be utilized by the State and Local Government entities, universities, and community colleges. The State cannot predict the number or value of accounts that may be placed.
20	General RFP Question, Page Number not provided.	What is the average account balance and average age at the time of placement?	The State does have this information.
21	General RFP Question, Page Number not provided.	Are accounts placed on a recurring schedule (e.g., monthly or quarterly), or as needed based on internal aging?	The State does have this information. The individual Purchasing Agency will set the recurring schedule.
22	General RFP Question, Page Number not provided.	Can you provide any available historical collection performance data for the incumbent vendor (total recoveries or percentage collected)?	The State does have this information.
23	General RFP Question, Page Number not provided.	Are there any specific account types or categories (e.g., telecom charges, administrative fees, vendor invoices) that make up the majority of placements?	The State does maintain this information.
24	General RFP Question, Page Number not provided.	Are there any restrictions on credit reporting or litigation activities under this contract?	Litigation services are not required

25	General RFP Question, Page Number not provided.	Will any backlog or aged inventory be assigned at contract inception, or will the contractor begin with new placements only?	This information is unknown at this time. Each State agency, institution, or university will determine if any existing account placements will be transitioned under the new State contract.
26	General RFP Question, Page Number not provided.	Number of vendors or technical staff supporting, maintaining and managing offered solution	The State does not maintain this information.
27	General RFP Question, Page Number not provided.	Number of end users supported by the offered solution.	The State does not maintain this information.
28	General RFP Question, Page Number not provided.	Number of sites supported by the offered solution.	The State does not maintain this information.
29	General RFP Question, Page Number not provided.	Please provide a breakdown of the portfolio by debt type, including the stratification of accounts and the average balance across the portfolio.	The State does not have this information.
30	General RFP Question, Page Number not provided.	Please provide the estimated or historical volume of accounts.	The State does not have this information.
31	General RFP Question, Page Number not provided.	Please provide the average age of accounts.	The State does not have this information.
32	General RFP Question, Page Number not provided.	Please provide the estimated or historical annual value of accounts.	The State does not have this information.
33	General RFP Question, Page Number not provided.	What is the current liquidation rate for accounts?	The State does not maintain this information.
34	General RFP Question, Page Number not provided.	What was the total amount paid to vendors under the previous contract, broken down by type?	The State does not maintain this information.

35	General RFP Question, Page Number not provided.	Do you have any existing training materials or guides for vendors, or is training solely the vendor's responsibility?	<p>The vendor did not cite a section relating to this question, so the State is unsure of the context.</p> <p>If vendor question is regarding the Ariba Training, vendor should access the link from section 6.3.3.</p> <p>If the vendor question is related to 3.1.2 (B3), vendor should describe the type of training vendor will provide to client for accessing their proposed debt collection system.</p>
36	General RFP Question, Page Number not provided.	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	To the best of the State's knowledge there have not been any formal complaints made to the State regarding the incumbent vendors.
37	General RFP Question, Page Number not provided.	Are vendors expected to provide both pre-collection and post-default collections, or only post-default activity?	Vendors are expected to provide post-default collections.
38	General RFP Question, Page Number not provided.	What contingency fee or rate structure is the current incumbent vendor charging under the existing contract?	<p><u>STUDENT LOANS</u> - Williams &amp; Fudge 20%, EOS-CCA 16.9%, Todd Bremer Lawson 20%, Windham Professionals 18.5%, Account Control Technology 18/5%. <u>GOVERNMENT ACCOUNTS</u> – EOS-CCA 14.9%, Account Control Technology 16%.</p>
39	General RFP Question, Page Number not provided.	How many vendors currently hold contracts for these services, and is this solicitation intended to be a single or multiple award?	<p>We currently have sixteen vendors. Three of which had no debt placed with them by the State of North Carolina during the past fiscal year. The initial contract with the vendor is for a one (1) year term from the effective date of the contract. However, if the vendors performance is satisfactory and they fully comply with the RFP, DOJ can be renewed every twelve (12) months for an additional four (4) years. At each contract extension, the vendor will be sent a renewal which must be signed and sent back to DOJ to be added to the original contract retained by the contract administrator/coordinator. Initially the contract is for a Single Award, but if the vendor</p>

			remains in compliance and is renewed it becomes a Multiple Award.
40	General RFP Question, Page Number not provided.	Have the current contract's term and obligations been fulfilled in full, or is it ending early to transition to this new statewide contract?	Current contract will expire March 31, 2026. The new contract will be a State Contract.
41	General RFP Question, Page Number not provided.	Who is the incumbent for the DOJ contract, and are they eligible to bid?	(1) COAST PROFESSIONAL, INC., (2) COLLECTION BUREAU OF THE HUDSON VALLEY, INC., (3) CONTINENTAL SERVICE GROUP, LLC (d/b/a CONSERVE), (4) F. H. CANN & ASSOCIATES, INC., (5) FIRSTPOINT COLLECTION RESOURCES, INC., (6) GENERAL REVENUE CORPORATION, (7) IC SYSTEM, (8) KEY 2 RECOVERY, (9) PENN CREDIT CORPORATION, (10) RADIUS GLOBAL SOLUTIONS, LLC, (11) RELIANT CAPITAL SOLUTION, LLC, (12) REVCO SOLUTIONS, (13) SCHUERGER LAW GROUP, (14) TODD, BREMER & LAWSON, INC., (15) TSI, (16) WILLIAMS & FUDGE, INC.  Yes they are eligible to bid.
42	General RFP Question, Page Number not provided.	On a scale of 1–5, how satisfied is the State with the current vendor's performance?	The State does not maintain this information.
43	General RFP Question, Page Number not provided.	What specific improvements or changes is the State looking for with a new vendor versus the current incumbent?	No, the State is creating a State term contract and seeking success in collecting government debt along with user-friendly processes and systems.
44	General RFP Question, Page Number not provided.	How much was paid to the incumbent vendor over the past year or annually?	The State does not maintain this information.
45	General RFP Question, Page Number not provided.	What are the incumbent's collection success rates or performance metrics (liquidation rates)?	The State does not have this information.

46	General RFP Question, Page Number not provided.	Does the State have any particular "pain points" with the current collection process that it hopes the new vendor will solve?	No, the State is creating a State term contract and seeking success in collecting government debt along with user-friendly processes and systems.
47	General RFP Question, Page Number not provided.	Can collection agents work remotely if they meet security requirements?	<p>Per Attachment F, The State restricts the location of information systems that receive, process, store, or transmit State and Federal data to the United States which includes the following areas: US States, US Territories, US Embassies, and US Military installations (stateside or overseas). This restriction applies to the Vendor and to any subcontractors engaged to provide Services under this Agreement or with access to State Data. The Vendor must ensure that its subcontractor agreements contain the same restrictions and will be responsible for monitoring and enforcing subcontractor compliance at all times.</p> <p>The use of resources or workers located outside the United States is a critical security exception that must be escalated to the State Chief Information Officer for review pursuant to N.C.G.S. §143B-1376(c) and §143B-1320(c). These critical security exceptions are approved only in rare and extenuating circumstances. Vendor should account for this when preparing its response.</p>
48	General RFP Question, Page Number not provided.	Do you have any location preference for the vendor's offices, and is such a factor scored in evaluation?	<p>The use of resources or workers located outside the United States is a critical security exception that must be escalated to the State Chief Information Officer for review pursuant to N.C.G.S. §143B-1376(c) and §143B-1320(c). These critical security exceptions are approved only in rare and extenuating circumstances. Vendor should account for this when preparing its response.</p>

49	General RFP Question, Page Number not provided.	How will placements be allocated among multiple awarded vendors? Round-robin, performance-based, or at each agency's discretion?	Vendor(s) awarded contracts under this RFP are not guaranteed the referral of any accounts from any State agency, institution or university at the commencement of the contract, or at any time during the contract period. Awarded Vendor(s) will be placed on an approved list of Vendors that can and may be used by any State agency, institution or university. The level of utilization of a Vendor may be determined based on the performance of the Vendor, at the sole discretion of a State agency, institution, university, or the Department.
50	General RFP Question, Page Number not provided.	Is there currently a backlog of delinquent accounts that will be placed with new vendors when the contract starts? If so, approximately how many accounts and what total dollar value?	This information is unknown at this time. Each State agency, institution, or university will determine if any existing account placements will be transitioned under the new State contract.
51	General RFP Question, Page Number not provided.	What is the average monthly volume of new accounts placements anticipated (number of accounts and dollar value)?	The State does have this information.
52	General RFP Question, Page Number not provided.	In the past year, how many accounts (and total dollars) were placed for collections, and with how many collection agencies?	The State does not maintain this information.
53	General RFP Question, Page Number not provided.	What are the typical recovery rates (liquidation rates) achieved on these debts (e.g. after 180 days or 360 days in collections)?	The State does not have this information.
54	General RFP Question, Page Number not provided.	Will the State or agencies expect the collection vendor to pursue legal action on accounts if standard collection attempts fail?	Litigation services are not required.
55	General RFP Question, Page Number not provided.	How long will a referred account typically remain with the collection agency before it's recalled or closed if uncollected?	Each State agency, institution, or university will determine for what length of time an account will remain with the vendor.

56	General RFP Question, Page Number not provided.	What is the average balance of accounts to be placed?	The State is soliciting an indeterminate value contract which will utilize the State and Local Government entities, universities, and community colleges. The State cannot predict the number or value of accounts that may be placed.
57	General RFP Question, Page Number not provided.	What is the expected forward flow of new delinquent accounts?	This information is unknown at this time. Each State agency, institution, or university will determine if any existing account placements will be transitioned under the new State contract.
58	General RFP Question, Page Number not provided.	How old are debts on average when they are referred to the vendor?	The State does not maintain this information.
59	General RFP Question, Page Number not provided.	Will any existing accounts currently held by the DOJ's incumbent contractor be transferred to the new vendor(s) at contract start?	This information is unknown at this time. Each State agency, institution, or university will determine if any existing account placements will be transitioned under the new State contract.
60	General RFP Question, Page Number not provided.	Will the State expect or permit the vendor to report debts to credit bureaus or pursue legal remedies on accounts?	Litigation services are not required.
61	General RFP Question, Page Number not provided.	What is the estimated size of the existing portfolio (the backlog) in terms of both the number of accounts and the dollar amount outstanding? The average balance owed per account? Per debtor?	The State does not maintain this information.
62	General RFP Question, Page Number not provided.	What is the age of the oldest accounts in the portfolio?	The State does not maintain this information.
63	General RFP Question, Page Number not provided.	What is the estimated size, in terms of both the number of accounts and dollars outstanding, of annual referrals going forward (i.e. new/future placements)?	The State is soliciting an indeterminate value contract which will utilize the State and Local Government entities, universities, and community colleges. The State cannot predict the number or value of accounts that may be placed.

64	General RFP Question, Page Number not provided.	If applicable, who is your current collection provider? If applicable, how long has your current collection provider been under contract?	<p>We currently have sixteen vendors. Three of which had no debt placed with them by the State of North Carolina during the past fiscal year.</p> <p>(1) COAST PROFESSIONAL, INC., (2) COLLECTION BUREAU OF THE HUDSON VALLEY, INC., (3) CONTINENTAL SERVICE GROUP, LLC (d/b/a CONSERVE), (4) F. H. CANN &amp; ASSOCIATES, INC., (5) FIRSTPOINT COLLECTION RESOURCES, INC., (6) GENERAL REVENUE CORPORATION, (7) IC SYSTEM, (8) KEY 2 RECOVERY, (9) PENN CREDIT CORPORATION, (10) RADIUS GLOBAL SOLUTIONS, LLC, (11) RELIANT CAPITAL SOLUTION, LLC, (12) REVCO SOLUTIONS, (13) SCHUERGER LAW GROUP, (14) TODD, BREMER &amp; LAWSON, INC., (15) TSI, (16) WILLIAMS &amp; FUDGE, INC.</p>
65	General RFP Question, Page Number not provided.	If applicable, what is the fee percentage (e.g. 33% of all monies collected on all referred accounts) charged by your current collection provider?	Per the current agreement: STUDENT LOANS - Williams & Fudge 20%, EOS-CCA 16.9%, Todd Bremer Lawson 20%, Windham Professionals 18.5%, Account Control Technology 18/5%. GOVERNMENT ACCOUNTS – EOS-CCA 14.9%, Account Control Technology 16%.
66	General RFP Question, Page Number not provided.	If applicable, how many dollars and what number of accounts were collected by your current collection provider this past calendar year? The year prior to that?	The State does not maintain this information.
67	General RFP Question, Page Number not provided.	Are litigation services required/desired? If so, can bidders propose a higher fee percentage for accounts requiring litigation services?	Litigation services are not required

68	General RFP Question, Page Number not provided.	We assume that you do not/will not allow your collection providers to add convenience and/or payment processing fees in addition to their contingency fees? If such fees are allowed, can you clarify that you will require bidders to fully disclose the amounts to be charged so the same can take the same into consideration when evaluating pricing?	Vendors must disclose any convenience and/or payment processing fees in Attachment D under "Other Solution Costs: must be defined in detail" section of their bid response.
69	General RFP Question, Page Number not provided.	What is the anticipated award date for this contract?	February 15, 2026.
70	General RFP Question, Page Number not provided.	What are your in-house collection methods (e.g. number of mailings, calls, etc.) used on the referred accounts prior to referral to your collection provider?	The State does not maintain this information. Internal collection attempts vary among State agencies, institutions, and universities. The policy of the Office of State Controller states that three past-due letters will be mailed to the debtor prior to the account being referred to the vendor.
71	General RFP Question, Page Number not provided.	How will account/collection information or data be communicated to the successful bidder (i.e., electronic via an FTP site)?	The accounts are managed by the individual state agencies, institutions and universities who utilize this contract. Methods of communication may differ by user.
72	General RFP Question, Page Number not provided.	Will all account information be transmitted from a single platform or will multiple agencies be sending their accounts for collection to our system?	Multiple agencies.
73	General RFP Question, Page Number not provided.	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?	It is the vendor's responsibility to propose a solution that aligns with the RFP's intent and to comply with all applicable laws and regulations, including those governing debt collection practices and legally permissible contact methods.
74	General RFP Question, Page Number not provided.	To how many vendors are you seeking to award a contract?	The purpose of this RFP is to solicit offers and select multiple vendors to provide collection services for agencies within the State of North Carolina.

75	General RFP Question, Page Number not provided.	What is the monthly or yearly placement volume, dollar amount and age of accounts as well as historical liquidation rates?	The State does not maintain this information.
76	Section 2.2 (A) & (B), Page 4 & 5	Have all cases been fully adjudicated by the time of placement?	No. (See Page 3& 4 Sec (A) & (B))
77	Section 2.2 (B), Page 5 & Attachment B, No. 41, Page 42	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?	Each State agency, institution, or university will determine if any existing account placements will be transitioned under the new State contract.
78	Section 2.2 Agency Background, Page 4	Please provide historical placement volumes by debt type.	The State does not maintain information on volumes by debt type.
79	Section 2.2 Agency Background, Page 4	Will government accounts be for both in-state and out-of-state debtors?	Yes
80	Section 2.2 Agency Background, Page 4	Will the scope of work include legal collections?	Litigation services are not required.
81	Section 2.2, (A) Page 4	Is there a backlog to be placed?	Each State agency, institution, or university will determine if any existing account placements will be transitioned under the new State contract.
82	Section 2.2, (A), Page 4	For Type One, please list the colleges and universities that have utilized the current statewide contract (09-DOJ-20181001)?	The State does not have this information. The awarded State contract will be available for use by the North Carolina University System and its member campuses, and Instructional components of the North Carolina Community College System
83	Section 2.2, (A), Page 4	For Type Two, please list the state departments and/or agencies that have utilized the current statewide contract (09-DOJ-20181001) and the specific types of debts and receivables assigned under this category?	The State does not have this information. The awarded State contract will be available for use by North Carolina State Agencies as well as local (municipal and county) governments.

84	Section 2.2, Page	How does the State define a “first placement” vs. “second placement” precisely – by the number of prior agencies or by the age of the debt?	Per Section 2.2, Paragraph A: Most referrals will be first placements, and will have been worked by the referring agency, institution or university according to its own collection procedures. Some referred accounts may be second placements, and some may be third placements, meaning one or more other Vendors have attempted to collect the debt, but have been unsuccessful.
85	Section 2.2, Page	What debtor information will be provided with each account placement (e.g. last known contact info, social security number, account history, etc.) and in what format?	Debtor's name; account number; date of referral; debtor's PIN number and/or Social Security Number; account balance by principal, interest, late fees or other charges; and a report sorted alphabetically by debtor's name and numerically by debtor's account number, PIN number and/or Social Security Number.
86	Section 2.2, Page 4	Can you please provide a greater description of the specific kind of receivables to be placed for collection?	Vendor should review Section 2.2 for descriptions of Type One and Type Two Debt Collection Services that the State is requesting in this solicitation. Type Two - General Government Debt and Receivables may include (but is not limited to) unpaid parking tickets, past due vehicle registration fees, fines accessed by state agencies, etc.
87	Section 2.2, Sub-Section A, Page Number 4	Would the State consider a proposal encompassing both types of debt to be more advantageous?	Per Section 2.2, Paragraph A: A Vendor may choose to submit a proposal for Type One, or Type Two, or both, or some combination. Therefore, the State will evaluate Vendor's bid response for Type One and Type Two Loans on a separate basis.
88	Section 2.2,(A), Page 4	How many vendors will be selected for each debt type?	The intent of this RFP is to award a Contract to multiple Vendors for all two types of collections services sought in this RFP.
89	Section 2.4, Page 5	What is the total number of renewal options available for this contract?	Bid has been revised. See M3.

<p><b>90</b></p>	<p>Section 3.1</p>	<p>Will the vendor be handling accounts from multiple state agencies concurrently, and will we need to segregate reporting and funds by each referring agency?</p>	<p>Yes. See Section 3.1, Paragraph B "Collection Services Reporting Requirements".</p>
<p><b>91</b></p>	<p>Section 3.1.1, (A), 7, Page 7</p>	<p>Is the Compliance Attestation Audit mentioned here the same as the Title IV audit referenced previously in 3.1.1, A, 2? If different, please expand on the scope and format of this audit. Will a SOC 2 Type II satisfy this requirement?</p>	<p>No, they are not the same. While they are both compliance audits, a Title IV audit is for institutions that participate in federal student aid programs (like Pell Grants and other federal loan programs) and must comply with the Department of Education's regulations.</p> <p>A Compliance Attestation audit is an audit of an organization put in place to make sure it is in compliance with the guidelines, rules and regulations put in place by the company and/or other governing agency.</p>
<p><b>92</b></p>	<p>Section 3.1.2, (F), 2, Page 6</p>	<p>The 2023 Title IV Audit Guide published by the Office of the Inspector General was updated to remove the requirements for testing "Perkins Deferments, Billings and Collections, and Cancellations." This means a collection agency performing just these services for your Perkins portfolio is now subject only to the assurance letter requirement; a servicer compliance examination is no longer necessary. Given this, will a copy of the assurance letter submitted to the U.S. Department of Education be accepted in lieu of the compliance audit?</p>	<p>Bid has been revised. See M5 &amp; M6.</p>

93	Section 3.1.1, Page 6	Is the State expecting completed pages 6 to 9 of Section 3.1.1 to be included in Section 2 of our submission as part of the original bid document, or separated out and included separately?	Vendor should include responses to Section 3.1.1 in their original bid document. Per Section 6.3.2 - Offer Organization: Within each section of its offer, Vendor should address the items in the order in which they appear in this RFP. Forms, attachments or exhibits, if any provided in the RFP, must be completed and included in the appropriate section of the offer.
94	Section 3.1.2, (E), Page 11	What is meant by "Describe how a debt is determined delinquent..."? As a third-party collection agency, we receive accounts Clients determine to be delinquent based on their internal efforts and definitions.	The State is asking how a Vendor determines that an account placed with them for collections is deemed uncollectable after following Vendor's collection process.
95	Section 3.1.2 (E), Page 11	If the vendor is not bidding on student loans, should the vendor skip section E?	Vendor did not cite a specific section for this question. Vendor should provide responses related to any applicable loan type that they are offering in their bid response.
96	Section 3.1.2, Page 10	If we are only bidding on the Higher Education Collection Role (Type 1), will it be a requirement to have a procedure for wage garnishment. Typically, we do not engage in such practice.	No.
97	Section 3.1.2, (A), 2, Page 10	Please clarify what types of changes to debtor information we should address here.	None
98	Section 6.1.5 E-Procurement, Page 19	Since this is not an E-Procurement solicitation, do the E-Procurement terms and conditions apply?	Yes, the E-Procurement terms and conditions apply. However, vendor is not subject to the 1.75% E-Procurement transaction fee. Attachment B, Section 1, Paragraph 38 a) & b) have been reserved. See Modification M3.
99	Section 6.1.5, Page 19	Will successful vendors be required to comply with the payment of the transaction fee (1.75)?	No, per Section 6.1.5 "E-Procurement", this is not an E-Procurement solicitation since it is for Debt Collection Services. Services are not subject to the 1.75% E-Procurement Transaction fee at this time. See Modification M3.

100	Section 6.2.10, Page 21	<u>Are vendors required to hold active registrations on the state's procurement portal (Home Page   NC eProcurement) to respond?</u>	Yes, Vendors must be actively registered for NC eProcurement and a Sourcing Contact to click the 'Intends to Participate' button and respond to an NCEP Ariba Sourcing Event.
101	Section 6.2.2, Page 22	The organization response order on page 22 in 6.3.2 differs from the checklist order on page 62. Please clarify which order the State prefers the response be organized in.	We have included a revised Attachment I. The Attachment I has been updated to reflect the same order as 6.2.2. Per M1 of this Addendum, the State has attached an updated Attachment I.
102	Section 6.2.2, Page 22	Where does the State want d. Errata and Exceptions, e. Vendor's Licenses and Maintenance Agreements, and f. Appendix to be included? These are not specifically identified in the Checklist.	Per M1 of this Addendum, the State has attached an updated Attachment I.
103	Section 6.3.2 (a.) Page Offer Organization, item a	Please confirm vendors are to include both Attachment A Definitions and Attachment B Definitions and Contract Terms and Conditions in our response.	Yes, per Section 6.3.2, Item a, Vendor's offer should include Attachment A and Attachment B.
104	Section 6.3.2 (b), Page	Please confirm "Vendor Response to Specifications and Requirements" refers to Section 3.0 RFP Requirements and Specifications.	Yes, Section 6.3.2, Item b refers to the Vendor's response to Section 3.0 RFP Requirements and Specifications in its entirety.
105	Section 6.3.3 Offeror Submittal, Page 21	This section indicates offerors should upload their offer to Ariba. On October 22, we contacted Ariba to link our North Carolina eProcurement account to Ariba. We received an email from Beverly Satterfield to link the accounts and allow us to submit a response through Ariba. We have been unable to access since that time. We contacted the Ariba help desk again on October 24 and were advised a new invitation to respond to the RFP would be sent to us via email; however, we have yet to receive it. There is an open ticket regarding our access. How can we gain access to Ariba?	The State contacted Ariba Helpdesk. The helpdesk sent another link out on October 28th. Vendor confirmed they gained access.

<p><b>106</b></p>	<p>Section 6.3.2, Page 22 and Attachment I</p>	<p>RFP Requirements and Specifications. Whereas Attachment I doesn't address Section 3.0 at all. Please clarify if we should insert responses to Section 3.0 in line with the copy of the RFP or provide this its own separate section.</p>	<p>Yes. Bid has been revised. See M2.</p>
<p><b>107</b></p>	<p>Section 6.3.2, Page 22 and Attachment I</p>	<p>The response outline provided in 6.3.2 differs from Attachment I: Submittal Checklist. Notably, 6.3.2 appears to require the full completed RFP and attachments (a), followed by a separate section (b) for responses to Section.</p>	<p>M2 - Correction of reference pertaining to check list which is I.</p>
<p><b>108</b></p>	<p>Section 6.3.3 Offer Submittal, Page</p>	<p>Per section e, if responses contain confidential information, vendors are to provide a signed, original electronic offer and one redacted electronic copy. Do you have specific instructions regarding what vendors can mark as confidential in the redacted copy?</p>	<p>Vendor should review Attachment B, Section 1, Paragraph 18 "Confidentiality".</p>
<p><b>109</b></p>	<p>Section 7.14</p>	<p>How will vendor performance be evaluated during the contract (e.g. recovery rate targets, compliance metrics, customer service metrics)?</p>	<p>Per section 7.14 (B), NCDIT Contract Administrator will monitor Vendor performance as necessary over the duration of the contract with respect to satisfactory fulfillment of all contractual obligations. Performance assessments may be comprised of: specification compliance of delivered Services, adequate servicing of contract in any and all aspects which the contract has stipulated, maintaining current State pricing, and prompt, complete and satisfactory resolution of any contractual discrepancies. Further, if a Vendor fails to adhere to the terms and conditions or other requirements of this contract or any subsequent solicitation issued under the framework of this contract, then the State, at its sole discretion, may remove</p>

			the Vendor from the contract (or subsequent solicitation requests issued under this contract). The State may elect to remove the Vendor on a temporary or permanent basis.
110	Section 7.14, (B) Section 2.2 (A) Section 2.6	Will multiple vendors under the contract be directly competing for the same pool of accounts, and will performance influence how much work each vendor receives?	The State will monitor Vendor Performance throughout the term of the contract (see Section 7.14, Paragraph B "Contract Administration". However, per Section 2.2, Paragraph A: Vendor(s) awarded contracts under this RFP are not guaranteed the referral of any accounts from any State agency, institution or university at the commencement of the contract, or at any time during the contract period. Awarded Vendor(s) will be placed on an approved list of Vendors that can and may be used by any State agency, institution or university. (See RFP 2.6 for a complete list of entities authorized to use the contract resulting from this RFP) Vendors are cautioned that the State cannot, does not, and will not guarantee the level of utilization a Vendor will receive under this contract.
111	Section 7.4 Vendor's License or Support Agreements	The RFP requests that "the Vendor should present its license or support agreements for review and evaluation." Could the State please clarify whether this refers to: 1. The Vendor's collection agency licenses and business registrations required to perform debt collection services in applicable jurisdictions, or 2. The Vendor's software and system license/support agreements for proprietary or third-party platforms used in providing collection services?  Understanding the intended scope will ensure our response includes the appropriate documentation and information for evaluation.	Section 7.4 applies to vendor's software licenses and support agreements. Section 3.1.1 (A) applies to collection agencies' permit requirements.

112	Section 7.8	What does the security background check consist of to meet the requirement in the second paragraph?	Security validations may differ by Purchasing Agency.
113	Attachments, M1, Page 62	Does the State want the Submittal Checklist included as part of the response? It is referenced at the top of the page as Attachment I. and in Row 1 of the corresponding table as Attachment J.	Yes, vendor should include all attachments. The correct attachment is Attachment I. Per M1 of this Addendum, the State has attached an updated Attachment I.
114	Attachment B 7.2 Financial Statements	We consider our financial statements to be confidential, proprietary, trade secrets of the firm. Would the State permit us to upload our financials to a third-party secure website (Smart Room) for the State's authorized reviewers to access and review this information?	No. Vendor may designate their financials as confidential in accordance with Attachment B, Section 1, Paragraph 18 "Confidentiality". Vendor should provide full original bid response and a redacted version per Attachment I.
115	Attachment B Section 1.1 Paragraph 2	What data is included in placements?	Per Attachment B, Section 1.1, Data shall mean and include all information, materials, records, and documents, whether in electronic, paper or other form, that are provided to the Vendor by the State or Purchasing Agencies, or that are obtained, collected, created, or generated by the Vendor in connection with the performance of Services under this Agreement. Such data includes, but is not limited to data including account information, contract details, payment histories, credit reports, correspondence, system-generated metadata (such as timestamps, user identifiers, and data source identifiers), and any other personal, financial, or contextual information relevant to debt collection activities. The term "Data" is used interchangeably with "State Data." sure this is complete
116	Attachment B, Page 43 & Page 44	What is your case management/accounting software system of record?	The accounts are managed by the individual state agencies, institutions and universities who utilize this contract. Software systems may vary by user.

117	Attachment B, Section 1, 38 Electronic Procurement, a)	Will these purchase orders issued be estimated amounts or the actual invoice amounts? Will this be monthly?	Bid has been revised. See M2.
118	Attachment D, Page 54	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?	The bid includes Attachment D: Collection Fee Proposal. The vendor should provide pricing as outlined in this Attachment D. The State is not requesting an alternate fee structure.
119	Attachment D, Page 54	Can vendors propose different contingency fee percentages for first, second, and third placements?	No. Per Attachment D, the State is requesting a fixed percentage fee for each debt type.
120	Attachment D, Page 54	Since the amount collected over the course of the contract can vary widely, how does the State want vendors to complete the "Total Offer Cost" field?	See Attachment D, Modification M2.
121	Attachment D, Page 54	What is the current fee schedule or commission rate being paid to the incumbent contractor?	Per the current agreement: STUDENT LOANS - Williams & Fudge 20%, EOS-CCA 16.9%, Todd Bremer Lawson 20%, Windham Professionals 18.5%, Account Control Technology 18/5%. GOVERNMENT ACCOUNTS – EOS-CCA 14.9%, Account Control Technology 16%.
122	Attachment F, Page 56	Attachments, page 6 of 11, regarding the below question. b. The corporate structure and location of corporate employees and activities of the Vendor, its affiliates or any other subcontractors. Can the State please clarify? Our corporate employees do not have a corporate structure.	The State is requesting the vendor corporate structure. Also, the vendor should provide location of corporate employees and any of its affiliates or any other subcontractors which may perform services under any resulting contract.

123	Attachment F, Page 56	To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	Per Attachment F: "The State restricts the location of information systems that receive, process, store, or transmit State and Federal data to the United States which includes the following areas: US States, US Territories, US Embassies, and US Military installations (stateside or overseas). This restriction applies to the Vendor and to any subcontractors engaged to provide Services under this Agreement or with access to State Data".
124	Attachment G, Page 56	Attachments, Attachment G, page 8 of 11. In regard to category, is the State asking for an NIGP code? NAICS? UNSPSC?	The State is not requesting any commodity code for the Attachment G - References. The State is asking that the vendor describe the debt collection services provided for their customer reference.
125	Attachment G: References	Please clarify "Number of vendors or technical staff supporting, maintaining and managing the offered solution."	Modification for Attachment G (M2)
126	Attachment G: References	Please clarify "Number of end users supported by the offered solution."	Modification - State has modified attachments C to I to make the following correspondence in the bid. (M2)
127	Attachment H. Financial Review Form	Is providing our audited financial statements in lieu of filling out this form in its entirety acceptable? The same information is available within our audited financial statements.	No, Vendor shall complete Attachment H: Financial Review Form in its entirety.
128	Attachment H: Financial Review Form, Page 60	The instructions reference gray-shaded boxes and an Excel form. This attachment was provided in Word, and there are no gray-shaded boxes. Please provide in the requested Excel format or provide update the instructions for Attachment H.	Vendor should complete Attachment H in its entirety including the Excel table embedded within the Word document.

129	Attachment H: Financial Review Form, Page 60	Additionally, this Attachment requests a link to annual reports with financial statements. Our financials are not publicly available; please confirm we should submit actual annual reports in lieu of a link.	This is referencing the Attachment H requiring vendors to provide their financials. Per Section 7.2 of RFP, Financial Statements: a) For a publicly traded company, Financial Statements for the past three (3) fiscal years, including at a minimum, income statements, balance sheets, and statement of changes in financial position or cash flows. If three (3) years of financial statements are not available, this information shall be provided to the fullest extent possible, but not less than one year. If less than 3 years, the Vendor must explain the reason why they are not available. b) For a privately held company, when certified audited financial statements are not prepared: a written statement from the company's certified public accountant stating the financial condition, debt-to-asset ratio for the past three (3) years and any pending actions that may affect the company's financial condition.
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**Failure to acknowledge receipt of this addendum may result in rejection of the response.**

Check ONE of the following options:

- Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- Bid has been mailed. No changes resulted from this addendum.
- Bid has been mailed. Changes resulting from this addendum are as follows:

**Execute Addendum:**

**Offeror:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

**Name and Titled (Typed):** \_\_\_\_\_

**Date:** \_\_\_\_\_