



LCLGRP-05-26 Loan Collection and Collateral Recovery

Question and Answer

May 15, 2026

Q. Has the current contract gone full term?

A. Not applicable.

Q. Have all options to extend the current contract been exercised?

A. Not applicable.

Q. Who is the incumbent, and how long has the incumbent been providing the requested services?

A. Bartlett, Pontiff, Stewart and Rhodes. Over 15 years.

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

A. All proposals will be evaluated equally.

Q. How are fees currently being billed by any incumbent(s), by category, and at what rates?

A. Hourly, Rate depends on staff person performing services.

Q. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

A. Variable based on the number of actions.

Q. 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?

A. Not applicable.



Q. What collection attempts are performed or will be performed internally prior to placement?

A. Variable depending on the action.

Q. What is the total dollar value of accounts available for placement now by category, including any backlog?

A. Not applicable.

Q. What is the total number of accounts available for placement now by category, including any backlog?

A. Not applicable.

Q. What is the average balance of accounts by category?

A. Not applicable.

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

A. Not applicable.

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

A. Not applicable.

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

A. Not applicable.

Q. 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?

A. Variable.

Q. What billing servicer do you utilize?



A. Not applicable.

Q. Have all cases been fully adjudicated by the time of placement?

A. Not applicable.

Q. 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?

A. Not applicable.

Q. What is your case management/accounting software system of record?

A. Not applicable.

Q. Who is your electronic payment/credit card processing vendor?

A. Not applicable.

Q. 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?

A. The responder should indicate how work flow will be performed.

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

A. The due date can be found on page 1 of the RFP.

Q. If there was a previous solicitation for these services, what was its title, number, release date, and due date?

A. Not applicable.

Q. Why has this bid been released at this time?

A. Not applicable.

Q. When is the anticipated contract start date?



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A: July 20, 2026

Q. When is the anticipated award date?

A: July 15, 2026

Q. When is the anticipated go-live date?

A: July 20, 2026

Q. 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?

A. Cost proposal instructions can be found in Section 4.2 on page 3 of the published RFP.