REQUEST FOR QUALIFICATIONS (RFQ)

No. CC-25-06

BILLING DISPUTE MANAGER

ISSUED NOVEMBER 7, 2025

Q&A

1. Purpose / Expectations -- What does the committee hope to accomplish Monday? Is it reviewing the submissions, making a recommendation, or identifying matters to resolve before proceeding? **In summary, the role of the selection review committee is to review the responses submitted and evaluate whether the responses are complete/responsive to the Council's solicitation. The meeting is open to the public; however, public comment will be limited to 2 minutes per speaker.**

2. Current Contract / Renewal -- How does this review relate to [respondent's] existing agreement and any remaining renewal or extension options? **The committee's purview is limited to the evaluation of responses submitted. Further, the committee does not make a recommendation on which respondent should be selected by the Council.**

3. Proposal / Budget -- Can you confirm that the committee has our original submission (dated 08 December 2025) and our revised budget (dated 20 February 2026) as requested? **Yes**

4. Specific Questions -- Are there any outstanding questions about those materials that we can address before Monday? **We are in receipt of the response submitted. These will be used for evaluation purposes.**

5. Current Program -- Are there any specific concerns or expectations regarding the current program that she would like us prepared to discuss? **The committee does not assess the current contractor's performance. Rather, the committee's purview is limited to the evaluation of responses submitted.**

6. Scope / Expectations -- Has the Council's scope, service expectations or budget requirements changed since the revised budget was requested? **No changes have been made to the scope of services. I am not aware of changes to the budget.**

7. Next Steps -- What are the anticipated next steps and timing after Monday, including the intended contract term and effective date**? We anticipate a selection motion to go to committee at the end of October and to the full Council in November. Assuming this timeline is followed, the resulting contract would begin January 1, 2027.**