



# COUNTY OF MENDOCINO PLANNING & BUILDING SERVICES

Address: 860 N. Bush St.,  
Ukiah, CA 95482

Email: [pbs@mendocinocounty.gov](mailto:pbs@mendocinocounty.gov)  
Website: [www.mendocinocounty.gov/pbs](http://www.mendocinocounty.gov/pbs)

Office: (707) 234-6650  
Fax: (707) 463-5709

## COUNTY OF MENDOCINO ♦ REQUEST FOR PROPOSAL ADDENDUM No. 1

### **CODE ENFORCEMENT COLLECTION SERVICES**

|                          |                             |
|--------------------------|-----------------------------|
| RFP No.                  | 005-26                      |
| Addendum Issue Date:     | February 18, 2026           |
| RFP Issue Date:          | January 15, 2026            |
| RFP Submission Deadline: | February 26, 2026 - 2:00 pm |

#### GENERAL RFP CLARIFICATION PROVIDED TO ALL VENDORS AND POTENTIAL PROPOSERS:

*Many questions were repetitive with slight or minor wording variations; thus Planning & Building Services has condensed duplicate questions.*

#### VENDOR INQUIRIES/MENDOCINO COUNTY RESPONSES

**1. Vendor Inquiry:** *Has the current contract gone full term? Have all options to extend the current contract been exercised? Who is the incumbent, and how long has the incumbent been providing the requested services? How are fees currently being billed by any incumbent(s), by category, and at what rates? What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?*

**County of Mendocino Response/Clarification:** There is no current contract, and this type of service contract has not been provided in the past.

**2. Vendor Inquiry:** *To what extent are these accounts owed by private consumers versus commercial businesses?*

**County of Mendocino Response/Clarification:** This contract will primarily be for future referrals for collections, and in most cases, related to Administrative Citations issued to responsible parties (individuals), but in some cases may be issued to an LLC or business entity. Most often, the issued party is the person or entity listed as the responsible tax payee through the County's Assessor Office.

**3. Vendor Inquiry:** *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?*

**County of Mendocino Response/Clarification:** This is a new contract that is being sought by the Code Enforcement Division of Mendocino County Planning and Building Services (PBS) and collection services will be initiated by the selected vendor. As there is no current vendor or service, secondary placements are not likely.

**4. Vendor Inquiry: *What collection attempts are performed or will be performed internally prior to placement?***

County of Mendocino Response/Clarification: The Code Enforcement Division (Division) will issue the Administrative Citation that informs property owners the amount of Civil Penalties that are due and that they must be immediately paid. The Division anticipates referring all unpaid civil penalties after:

- a. All administrative appeal processes and timelines have been lapsed.
- b. Adjudication of any Appeal Hearings have been completed, and determination has been made in favor of the Division to collect Administrative Penalties.
- c. At least a period of thirty (30) days have lapsed with nonpayment of Civil Penalties owed and/or upon expressed refusal to pay penalties.

The collections vendor is anticipated to serve as the last resort mechanism after the County has exhausted initial attempts to collect the penalties (which are immediately due upon service of the issued Administrative Citations).

**5. Vendor Inquiry: *Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?***

County of Mendocino Response/Clarification: The Code Enforcement Division does not foresee this as being a regular need but may be appropriate in rare cases and when both the Division and the selected vendor identify it as an appropriate collections method.

**6. Vendor Inquiry: *What is the total dollar value of accounts available for placement now by category, including any backlog?***

County of Mendocino Response/Clarification: This is a new contract that is being sought by the Code Enforcement Division and is primarily anticipated to be utilized for future referrals for collections. Upon selection of the vendor, further research into existing cases with unpaid balances may be reviewed for statute of limitation considerations and determination for referral (and as agreed upon by both the County and the selected vendor).

**7. Vendor Inquiry: *What is the total number of accounts available for placement now, by category, including any backlog? What is the average balance of accounts by category?***

County of Mendocino Response/Clarification: This is a new contract that will primarily be used for future referrals.

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

County of Mendocino Response/Clarification: The goal of this contract is to have a collections process in place for future administrative citations where there are outstanding, unpaid civil penalties after initial attempts and timelines for collections by the Code Enforcement Division have lapsed. There could be rare incidents where past cases that can be assessed for potential collections; but these will be evaluated on a case-by-case basis with respect to California's requirements for the statute of limitations on collections.

**9. Vendor Inquiry: *What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?***

County of Mendocino Response/Clarification: This figure is dependent on the number of Administrative Citations issued based on the responsible party compliance efforts. It should be expected that no more than 10 accounts will be referred on a quarterly basis.

**10. Vendor Inquiry:** *What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?*

**County of Mendocino Response/Clarification:** This figure is also dependent on numerous things such as the responsible party's efforts to resolve violations and when an administrative citation can be appropriately issued. The minimum Administrative Citation fee is \$100.00 per violation. Depending on the number of cases on the same property, fines can go up into the thousands based off the allowable amounts per Mendocino County Code, Section 1.08.060 – "Administrative Penalty; Amounts". In rare cases, the penalties can go into tens of thousands or hundreds of thousands of dollars per day, per violation, up to ninety (90) days.

**11. Vendor Inquiry:** *What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is the anticipated or expected as a result of this procurement? In addition, what billing servicer do you utilize?*

**County of Mendocino Response/Clarification:** There is no current contract, and this type of service contract has not been provided in the past thus no comparisons can be made.

**12. Vendor Inquiry:** *Have all cases been fully adjudicated by the time of placement.*

**County of Mendocino Response/Clarification:** All submitted administrative citations with civil penalties are due upon issuance. The County intends to send all outstanding citation that have not been immediately paid to the collection's services vendor after a minimum period of time (such as 30 days) of non-payment, after all appeal hearing and/or civil county hearings have been completed and a judgement has been issued in favor of the County to collect outstanding penalties.

**13. Vendor Inquiry:** *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?*

**County of Mendocino Response/Clarification:** Because this is a new contract, there is no backlog to address an incumbent with.

**14. Vendor Inquiry:** *What is your case management/account software system of record?*

**County of Mendocino Response/Clarification:** Currently, PBS is utilizing TRAKiT for its land use and permitting software which also can track related financial information. However, within the next two years, PBS will be fully switched to Accela.

**15. Vendor Inquiry:** *Who is your electronic payment/credit card processing vendor?*

**County of Mendocino Response/Clarification:** PBS's current online payment processor is Allpaid, formerly known as GovPay, however after the transition to Accela it will be Point N' Pay.

**16. Vendor Inquiry:** *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?*

**County of Mendocino Response/Clarification:** There are no identified restrictions on contact methodology by the Code Enforcement Division beyond what is allowed by applicable California and Federal laws.

**17. Vendor Inquiry:** *Please reconfirm the due date for this procurement by providing it in response to answers to questions.*

**County of Mendocino Response/Clarification:** Per RFP #005-25, submittals are due by 2:00 pm, February 26, 2026 but can be submitted any time prior.

**18. Vendor Inquiry:** *If there was a previous solicitation for these services, what was its title, number, release date, and due date.*

**County of Mendocino Response/Clarification:** PBS and /or the Code Enforcement Division have not issued any requests for proposals or bids for collection services in the past. It is possible other County Divisions have; however, PBS is unaware of that information.

**19. Vendor Inquiry:** *Why has this bid been released at this time?*

**County of Mendocino Response/Clarification:** The Code Enforcement Division does not currently have a collections process for outstanding civil penalties due and would like this additional tool to assist with civil penalty collections.

**20. Vendor Inquiry:** *When is the anticipated award date?*

**County of Mendocino Response/Clarification:** The Code Enforcement Division intends to notify all applicants of results by March 20, 2026, however the contract start date will vary depending on how quickly the contract can be routed, signed and fully executed. PBS is hopeful to start collections by May 2026.

**21. Vendor Inquiry:** *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?*

**County of Mendocino Response/Clarification:** Per RFP #005-26 – Section XIII – FORMAT OF COST PROPOSAL, cost proposals can be written in the manner preferred by the vendor as long as all prices and/or costs are clearly and accurately reflected.

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

**County of Mendocino Response/Clarification:** This will be a new service provided; thus this question is not applicable.

**23. Vendor Inquiry:** *Are there more than one category of accounts?*

**County of Mendocino Response/Clarification:** Administrative Citations and associated unpaid penalties are the only type of referral likely to be submitted to the contractor.

**24. Vendor Inquiry:** *What current contingency fees or other fees are currently being billed by any incumbent(s), by category?*

**County of Mendocino Response/Clarification:** There is no current contract, thus the selected vendor would be the first contractor to collect unpaid civil penalties. The Code Enforcement Division can fine the property owner amounts in accordance with Mendocino County Ordinance Chapter 1.08.060 – “Administrative Penalty; Amounts.”

**25. Vendor Inquiry:** *What is the anticipated or expected recovery rate for collections placed as a result of this procurement by category?*

**County of Mendocino Response/Clarification:** Because this is a new contract and does not have categories or a current recovery rate benchmark, PBS cannot provide an anticipated or expected rate of recovery. However, it is the hope that recovery will always occur for each referral.

**26. Vendor Inquiry:** *How frequently will accounts be placed with the selected vendor (e.g., monthly, quarterly, or on an as-needed basis)?*

**County of Mendocino Response/Clarification:** This is negotiable between the Contractor and Code Enforcement Division, and depends on methods that benefit both parties best, as well as providing the most efficient referral process.

**27. Vendor Inquiry:** *Does the City have an expected contingency fee range or maximum fee for this engagement?*

**County of Mendocino Response/Clarification:** Not currently.

**28. Vendor Inquiry:** *How is the local vendor preference applied in the evaluation process and how much weight does it carry?*

**County of Mendocino Response/Clarification:** Per RFP #005-26, Section IX – AWARD AND CONTRACT INFORMATION - Paragraph H. – Local Vendor Preference, specifically states that a 5% preference is given to local vendors and the qualifying factors to be considered a Local Vendor.

**29. Vendor Inquiry:** *Is credit bureau reporting permitted as part of this engagement, and if so, are there any balance thresholds or timing requirements?*

**County of Mendocino Response/Clarification:** The Code Enforcement Division supports the ability for the vendor to utilize tools and methodologies, including the use of credit bureau reporting, if it conforms and is appropriate to meet regulations established by State and Federal law.

**30. Vendor Inquiry:** *Is legal action permitted or expected under this contract, or is the scope limited to non-legal collection efforts?*

**County of Mendocino Response/Clarification:** Under most anticipated circumstances, the scope would be limited to non-legal collection efforts. However, in rare and specific circumstances, the Code Enforcement Division is open to legal action as an option, when determined to be appropriate.

**31. Vendor Inquiry:** *From the City's perspective, what would define a successful first year of performance with the selected vendor?*

**County of Mendocino Response/Clarification:** This is a new contract that is being sought by the Code Enforcement Division and does not have a baseline to provide a practical or realistic expectation for the submitting vendors. However, it is the hope that all referrals will have successful outcomes in the collection's recovery process.

**32. Vendor Inquiry:** *What data elements will be provided with each account (e.g., name, address, phone number, email address, Social Security number, date of birth)?*

**County of Mendocino Response/Clarification:** Administrative Citations are civil infractions which will list the responsible party's (the person receiving the citation) name and mailing address. In some cases, Code Enforcement may obtain additional information including phone numbers, additional related addresses and email addresses. Social security numbers and date of births will be provided if available but should not be expected.

**33. Vendor Inquiry:** *Will the County provide updated contact information, or will skip tracing be the responsibility of the contractor?*

**County of Mendocino Response/Clarification:** Skip tracing will be the responsibility of the contractor, and if determined to be appropriate tool to use in compliance with State and Federal laws.

**34. Vendor Inquiry:** *Are contractors permitted to communicate with consumers via email and/or text message, or are communications limited to mailed notices and phone calls?*

**County of Mendocino Response/Clarification:** Contractors are permitted to communicate with consumers that are typical, standard, and legal within the collections industry with no additional restrictions by the County.

**35. Vendor Inquiry:** *Are there any required mailed notices (initial or ongoing), and if so, are templates or minimum mailing frequencies prescribed?*

**County of Mendocino Response/Clarification:** The Code Enforcement Division will provide and send out its own notices requesting civil penalties to be paid prior to being referred to the collection agency. All the notices sent will be provided to the selected vendor with the relevant collection actions taken, included in the referral.

**36. Vendor Inquiry:** *Does the County require consumers to be directed to the County's payment portal, or may the contractor use its own secure payment platform? Additionally, please clarify the reconciliation and fund remittance process*

**County of Mendocino Response/Clarification:** The Code Enforcement Division intends to only send referrals to the awarded vendor after sufficient time has lapsed due to non-payment of the civil penalties. The County is able to process payments on its own, but anticipates that once it is referred to collections, payment must be submitted through the vendor's secure payment platform. The contractor must have its own secure payment platform for all referred citations with outstanding civil penalties due. The selected vendor should keep a full reconciliation of all accounts given. Once payment is received by the contractor, payment should be forwarded to the County, less any collection fees payable to the contractor (if applicable), and include a status report of the account for County internal reconciliation.

**37. Vendor Inquiry:** *Does the County anticipate a contingency-based fee structure or another pricing model, and does the County intend to make a single award or multiple awards?*

**County of Mendocino Response/Clarification:** The County only anticipates awarding one contract. There are no expectations regarding the fee structure/cost proposal submitted by contractor.

**ALL OTHER SPECIFICATIONS REMAIN IN FULL FORCE AND EFFECT.**

Acknowledgment of receipt of this addendum is required to be included in your proposal. You may indicate such inclusion in narrative form within your proposal or by attaching a copy this addendum to your proposal.

Any questions or concerns regarding this matter should be directed to Gretchen McLaughlin, Code Enforcement Division Manager, at [mclaughling@mendocinocounty.gov](mailto:mclaughling@mendocinocounty.gov).