



PURCHASING SECTION
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ADDENDUM #1

REQUEST FOR PROPOSALS (RFP) No.:	1220-030-2014-025
TITLE:	Collection Agency Services
ADDENDUM ISSUE DATE:	September 15, 2015
CLOSING DATE AND TIME:	ON OR BEFORE THE FOLLOWING DATE AND TIME (THE “CLOSING TIME”):
	TIME: 3:00 p.m., local time
	DATE: September 30, 2015

INFORMATION FOR PROPONENTS

The following information is provided to answer questions raised by potential Proponents for the above named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to any Proponent not being familiar with this addendum. This Addendum #1 contains two (2) pages in total.

Q1: What are the number of accounts listed or the average dollar value per account listed?

A1: The City will not be providing this information.

Q2: Is the intention of this RFP to award a single service contract or multiple awards?

A2: It is the City's intent to award only to one Proponent. However, should the responses warrant the review and possible selection of more than one Proponent, the City may consider this.

Q3: What is the historical liquidation/recovery rate on previous delinquencies.

A3: The City will not be providing this information.

Q4: Will the existing volume with the current supplier be re-assigned to the new agency? Are you able to provide estimated volumes?

A4: This is subject to review of all accounts but reassignment is possible. There will be a period of transition before the existing volume may be re-assigned.

Q5: Collection agencies are defined as 'financial services' under Workers Compensation and do not typically require this coverage. Is this mandated for this particular contract?

A5: The City requires proof of workers compensation insurance coverage for your employees. In British Columbia, that is done by WorkSafe BC through the issuance of a Clearance Letter. For an organization that does not have employees working in British Columbia, you should provide proof of you workers compensation insurance coverage from whatever jurisdiction that would apply. This can include an insurance certificate showing proof and limits of workers compensation insurance coverage by your organization.

Q6: Schedule A – Scope of Services Section 9.1 reads “The Contractor shall make early contact (e.g. within two (2) days of placement) with delinquent accounts under its name, not the name of the City, a representative of a court, or any law enforcement agency. All representation shall be as an employee of the Contractor. Therefore, the Contractor would use its name, stating they are calling on behalf of the City, and disclose the City of Surrey name”.

The Business Practices and Consumer Protection Act of BC requires that collection agencies send a letter to the consumer five (5) days prior to initiating telephone calls. As such, would the City of Surrey accept a letter being sent to the consumer within two (2) days of placement sufficient as making early contact attempt?

A6: Yes.

All Addenda will become part of the RFP Documents.
