



## PROCUREMENT SERVICES

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### ADDENDUM No. 1

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REQUEST FOR PROPOSAL No.:	1220-030-2021-008
TITLE:	COLLECTION AGENCY SERVICES
ADDENDUM ISSUE DATE:	JANUARY 29, 2021
CLOSING DATE AND TIME:	ON OR BEFORE THE FOLLOWING DATE AND TIME (THE "CLOSING TIME"):
	TIME: 3:00 P.M. (LOCAL TIME)
	DATE: FEBRUARY 18, 2021

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### INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 1 to 1220-030-2021-008 is hereby issued by the City. This addendum shall form part of the contract documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by 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 the Proponents or any sub-contractor not being familiar with this addendum. This Addendum No. 1 contains four (4) pages.

### QUESTIONS AND ANSWERS:

- Q1. How many suppliers will be awarded the contract?
- A1. Only one Proponent will be awarded the contract.
- Q2. Is there a weighted scoring format to evaluate the vendors - if so, what will be the weighting on rate?
- A2. Please refer to section 4.2 Evaluation Criteria of the RFP.
- Q3. If there is no published weighting score - will the City take lowest rate over quality of the RFP?
- A3. Please refer to section 4 Evaluation and Selection of the RFP.
- Q4. How many suppliers are currently servicing the contract?
- A4. One.

Q5. Can you disclose who the current supplier/s is?

A5. The City does not disclose this information.

Q6. What was the length of last contract?

A6. Two-year term with three additional one-year extensions.

Q7. Was a contract extension used?

A7. All three extensions were used.

Q8. Can you provide historical recovery rates from previous contract or any historical data?

A8. The City does not disclose this information.

Q9. What are your liquidation expectations in the new contract (what percentage of the accounts placed would you like to see collected – goals etc.)?

A9. A minimum 25% recovery rate would be desired.

Q10. What are the volumes and assignment numbers of the initial assignments?

A10. The City does not disclose this information.

Q11. What are the volumes and assignment numbers of ongoing assignments?

A11. The City does not disclose this information.

Q12. What is the frequency that you will transfer ongoing assignments?

A12. The City does not disclose this information.

Q13. What are the average age of these account?

A13. Average age differs across the City departments. Typically, accounts are 90 to 180 days old with some up to one year old or more.

Q14. Do you accept settlements or is payment in full required for all accounts?

A14. Settlements are acceptable.

Q15. What is the geographical breakdown of accounts?

A15. Account holders are typically residents of Surrey.

Q16. What are the IT / transmission requirements? How are the files assigned?

A16. Please refer to SCHEDULE A – SCOPE OF SERVICES Section 4.2

Q17. Is legal action a requirement?

A17. Legal action is not a requirement. Please refer to SCHEDULE A – SCOPE OF SERVICES Section 10.1

Q18. Will there be a notification for short-list and if so, what is the anticipated timeline?

A18. After the Closing Date there will be an Evaluation Process and potential Interviews. After the Evaluation Process has concluded, the City will notify the successful Proponent.

**Q19. What is the timeline for notification of award of contract?**

**A19. After the Closing Date there will be an Evaluation Process and potential Interviews. After the Evaluation Process has concluded, the City will notify the successful Proponent.**

**Q20. What is the go-live date?**

**A20. Anticipated go-live date is May 1, 2021.**

**Q21. If selecting more than 1 supplier will there be performance monitoring and market share adjustments made to the compensate the top performing supplier to receive additional market share?**

**A21. Please see Answer A1.**

**Q22. Will you be reassigning the entire inventory from your existing supplier to the new contractor?**

**A22. Yes.**

**Q23. If so will separate statistics be kept from the reassigned inventory and the new assignments?**

**A23. No.**

**Q24. Are you currently tracking performance statistics and if so, are results shared with supplier?**

**A24. Statistics are currently provided to the City by the supplier.**

**Q25. How many accounts will be in the pool of accounts that the current supplier has.**

**A25. The City does not disclose this information.**

**Q26. Are accounts assigned monthly?**

**A26. City departments typically assign accounts weekly or bi-annually with some accounts assigned on an ad-hoc basis.**

**Q27. What percentage of accounts are in "skip"?**

**A27. The City does not disclose this information.**

**Q28. How long will the contract be?**

**A28. Please refer to page 22, section 2.5 Term of the RFP.**

**Q29. Schedule A Scope of Service, 2.3...City accounts not be pooled with other accounts.**

Can you please clarify the question...we will create a separate docket for City accounts so they will not be pooled from a tracking and reporting perspective but can a Collection Officer who works City accounts also work other municipal accounts from the City of Vancouver or the City of Richmond? If your point is suggesting that you want dedicated Collection Officers that only work the City of Surrey's accounts, this may be difficult if revenue generated from your portfolio cannot support the cost of a collector. Also, from an efficiency perspective, if a dedicated City of Surrey is engaged on the phone and another comes in, it will have to go into a wait and or message queue.

**A29. The City prefers that its accounts not be pooled as described in SCHEDULE A – SCOPE OF SERVICES section 2.3, however, this is not a mandatory requirement.**

**CLARIFICATION:**

- 1. Delete section 2.3 in SCHEDULE A – SCOPE OF SERVICES in its entirety and substitute the following:**
  - 2.3 City accounts placed with the Contractor should not be pooled with other accounts received from the Contractor's other customers. Some City departments are decentralized; therefore, there may be several departments/divisions using the Services independently within the City. Each department has differing levels of resources allocated to collecting debt, as well as different policies and practices.**

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**All Addenda will become part of the Contract Documents.**

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**- END OF ADDENDUM -**