



PROCUREMENT SERVICES

CITY OF SURREY, SURREY CITY HALL
13450 – 104 Avenue, Surrey, B.C., V3T 1V8
Tel: 604-590-7274
E-mail: purchasing@surrey.ca

ADDENDUM No. 2

REQUEST FOR PROPOSAL No.:	1220-030-2021-008
TITLE:	COLLECTION AGENCY SERVICES
ADDENDUM ISSUE DATE:	FEBRUARY 9, 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

INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 2 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. 2 contains two (2) pages.

QUESTIONS AND ANSWERS:

- Q1. As our business is not located in B.C., we do not have B.C. Workers Compensation Board coverage. We do have private insurance that covers our employees, would that suffice?
- A1. This requirement may not be applicable for businesses where work will be conducted outside British Columbia.
- Q2. If our company does not have a physical location in Surrey or B.C. would we still be required to obtain a City of Surrey or Intermunicipal business license?
- A2. The City would require a City of Surrey or Intermunicipal business license.
- Q3. Schedule C-1 Statement of Departures Question 2. > Are these requirements mandatory and as such not having all requirements would preclude a company from qualifying for this RFP?
- A3. Please see answers A1 and A2.

Q4. In order to provide a meaningful work strategy, performance commitment or pricing, please consider providing specific information to the Answers provided on Addendum No. 1:

- A8. Won't Disclose...Historical Recovery
- A10. Won't Disclose...Initial Assignment figure
- A11. Won't Disclose...Ongoing Assignment figure
- A9. Expects 25% Recovery Performance
- A29. Expects a Dedicated Collector

A4. **Historical Recovery – This is confidential information between the City and its Collection Services provider(s) and cannot be disclosed.**

Initial and Ongoing Assignment figures – Proponents may refer to the information in SCHEDULE A – SCOPE OF SERVICES Section 1.2 to infer this information from the statistics provided.

25% Recovery Performance – The response to Q9. in Addendum No.1 January 29, 2021 indicated that a 25% recovery rate would be desirable. This is not a mandatory requirement.

Dedicated Collector – Please refer to Addendum No.1 January 29, 2021, under the CLARIFICATION section. SCHEDULE A – SCOPE OF SERVICES Section 2.3 has been updated to state that City accounts should not be pooled with other accounts. This is not a mandatory requirement.

Q5. In Q&A # 12, you answered that Frequency of ongoing assignments would not be disclosed but in Q&A 26, you answered, typically weekly, bi-annually and with some ad-hoc...can you please clarify the difference in answers.

A5. **In Addendum No.1 January 29, 2021, the response to Q.12 was provided as such as it was contingent on the response to Q.11.**

The response to Q.26 in Addendum No.1 January 29, 2021 is accurate as presented.

Q6. Will the successful Proponent have the ability to process credit card payments using the City's credit card accounts?

A6. **If a Proponent does not maintain the required merchant services account and hardware/software to process credit card payments from City of Surrey debtors, the Proponent may provide the credit card payment information to the City for processing through the City's merchant services account. The Proponent must ensure that credit card data is transmitted securely to the City. The City will not provide a Proponent with access to or authorization over its merchant services account or hardware/software. The City will not process credit card payments on behalf of a Proponent for non-City of Surrey debt.**

Q7. Does the City utilize Tempest (Aptean) software? If so, can the City please share which version? If not, would the City be able to provide a sample file format in advance of commencement?

A7. **Yes, the City utilizes Tempest software. However, Tempest software and/or files exported from Tempest are currently not used nor are they contemplated to be used by the City in the assignment of uncollected debt to a collection agency.**

All Addenda will become part of the Contract Documents.
