



593-2019 ADDENDUM 1

REQUEST FOR PROPOSAL FOR PROVISION OF COLLECTION AGENCY SERVICES FOR CONSUMER AND COMMERCIAL ACCOUNTS

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE TENDER

ISSUED: August 16, 2019
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THIS ADDENDUM SHALL BE INCORPORATED INTO THE TENDER AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: A20190115

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Tender, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Bid may render your Bid non-responsive.

PART B – BIDDING PROCEDURES

- Revise: B9.2 to read: The quantities listed on Form B: Prices are historic data from 6 to 10 years ago and to be considered approximate only. The City will use said quantities for the purpose of comparing Proposals.
- Revise: B11.3 (b) to read: Average volume of work, including the time period for the work;
- Delete: **B11.6**
- Add: B12.1 (a) (vi) Methods and channels of contacting and collecting delinquent accounts (telephone, e-mail or other forms of contact).
- Add: B16.3 (d) provide upon request from the Contract Administrator, references of clients/customers of similar scope and size, including but not limited to the company name, contact person, phone number and e-mail address.
- Add: B22.12 This Contract will be awarded as a whole.

PART D – SUPPLEMENTAL CONDITIONS

- Add: D2.2.2 Further to D2.2, all accounts that are actively being collected shall be in accordance with the Contract.

PART E – SPECIFICATIONS

- Add: E3.16 Subject to D2.2, all delinquent accounts submitted to the Contractor shall be worked until the expiration of the Contract.
- Add: E3.17 The City will provide the Contractor with as much information as possible for accounts. The City intends to provide, at a minimum:
 - a) Name;
 - b) Address; and
 - c) Telephone number.
- Add: E3.18 The Contractor shall be capable at minimum, of transferring and receiving information and documents through secure e-mail and SFTP.

Clarifications: E2.4 – it is the City’s practice to work the accounts until they are 45 to 90 days old, the accounts would then be submitted to the Contractor.

APPENDICES

Replace: 593-2019_Appendix_A with **593-2019_Appendix_A-R1**

Clarifications: Appendix A identifies historic data from October 1, 2014 to June 30, 2019. In, Appendix A. all accounts placed with the current contractor are identified as 1st placement accounts.

Add: Appendix_B Age of Accounts

Questions and Answers

- Q1 Can you please provide numbers of accounts that will be placed, balance to ranges and split between residential and commercial for: ITEM NO.(1 to 7) mention in (FORM B : PRICES)
- A1 Refer to B9.2.1 in Addendum 1. Refer to Appendix A and Appendix B for a representation of historic data starting from October, 2014.**
- Q2 Does City of Winnipeg collect debtor email addresses that we might use as an additional contact option?
- A2 Refer to E3.17, Some City departments may attempt to collect provide e-mail addresses. E-mail addresses may not be available for delinquent accounts.**
- Q3 What digital channels are permitted to use (SMS and EMAIL)?
- A3 Refer to B12.1 (a) (vi) in Addendum 1, the Proponents are to submit their methods and channels for collection. The methods and channels of collection must follow regulations and by-laws.**
- Q4 Form B - must an agency participating bid on all groups of assignments or can we select only earlier stage vs later or vice versa?
- A4 Refer to D2, the Contractor shall provide collection agency services for delinquent accounts in all the specified age groups as identified on Form B: Prices.**
- Q5 How many agencies are to receive an award?
- A5 Refer to B22.12 in 593-2019 Addendum 1.**
- Q6 B11.2 – request names of clients along with details of portfolio. To respect privacy agreements, can we provide details under business type A and B and provide references separately?
- A6 In reference to B11.2, the bidder may identify the project owners as “Business A” and “Business B”.**
- Q7 Appendix A - Are values listed a one-time placement? Are there monthly or quarterly forward flows of accounts during the contract period?
- A7 Refer to the Clarifications in Addendum 1.**
- Q8 What information is provided for the account? name, last known address, last known telephone, date of birth, Social insurance number, delinquency (fine or conviction) date, balance, etc
- A8 Refer to E3.17 in Addendum 1.**
- Q9 Please identify your preferred transfer protocol (SFTP, Secure email, hardcopy....)

A9 Refer to E3.18 in Addendum 1.

Q10 Part B Bidding Procedures – B11.3 – Can you define “average volumes of work”? Are you referring to monthly, annual assignments made to the agency?

A10 Refer to B11.3 (b) in Addendum 1.

Q11 Part E Specifications E2.4 – The RFP indicates that “delinquent accounts submitted for collection services are typically between 45-90 days”. How long will the 1st assignment agency retain these accounts for collection prior to going to another agency as a reassignment?

A11 Refer to D2.2 and E2.4 in the RFP and E3.17 and the Clarifications in Addendum 1.

Q12 Once the reassigned agency receives the accounts how long are they able to retain the accounts?

A12 Refer to D2.2 and E3.16 in Addendum 1.

Q13 What is the frequency of assignments? (daily/weekly/monthly?)

A13 Refer to E2.4. The City cannot provide the frequency of accounts submitted as it may vary.

Q14 The RFP refers to consumer and commercial accounts will be assigned. Does Winnipeg have a breakdown % of accounts by consumer and commercial portfolios?

A14 Refer to Appendix A.

Q15 Appendix A appears to provide with an overview of recoveries. With respect to Appendix A, can Winnipeg provide us with historical recovery rates by 1st assignment and re-assignment portfolios?

A15 Refer to Appendix B.

Q16 Is the first placement accounts in Appendix A for a one year period or for 5 years?

A16 Refer to Clarifications under Appendices in Addendum 1.