



720-2020 ADDENDUM 1

PROVISION OF COLLECTION AGENCY SERVICES FOR WINNIPEG PARKING AUTHORITY

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
REQUEST FOR PROPOSAL**

ISSUED: October 23, 2020
BY: Liubov Gavrilova-Crozier
TELEPHONE NO. 204 – 846-4600

**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE REQUEST FOR PROPOSAL AND
SHALL FORM A PART OF THE CONTRACT
DOCUMENTS**

Template Version: Ar20160708

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Proposal may render your Proposal non-responsive.

QUESTIONS AND ANSWERS

Q1: Can you disclose who the current supplier is & confirm if the accounts referenced in Appendix A are currently placed with another vendor which will be reassigned upon award?

A1: Currently collection agency services are provided by Group Solution Collect (GSC). Accounts noted in Appendix A are currently placed with GSC and will be reassigned with a new Contractor upon award.

Q2: How many suppliers are currently servicing the contract?

A2: The Contract is serviced by one (1) Contractor, GSC.

Q3: What was the length of your last contract for this portfolio?

A3: It was a one-year Contract with 5 (five) mutually agreed upon extensions.

Q4: Was a contract extension used?

A4: Yes, all Contract extensions were used.

Q5: What are the volumes and assignment numbers of ongoing assignments?

A5: On average the Winnipeg Parking Authority (WPA) has transferred approximately 12K penalty notices a year. This amounted to approximately \$1.2M.

Q6: What is the frequency that you will transfer ongoing assignments?

A6: Transfers are done on a weekly basis.

Q7: What is the average balance of account?

A7: Average account balance is approximately one hundred dollars (\$100.00).

Q8: What is the average age of these account?

A8: Average age of the accounts is between one (1) and three (3) years.

Q9: Do you accept settlements or is payment in full required for all accounts?

A9: No settlements are accepted. Several payments on account are allowed. For example, customer may choose to pay one ticket at a time on the account that has more than one ticket outstanding.

Q10: What is the geographical breakdown of accounts?

A10: Vast majority of accounts are located in the Province of Manitoba with most of the accounts located in Winnipeg. All penalty notices are issued by the City of Winnipeg for offences occurring in Winnipeg.

Q11: What are the IT / transmission requirements?

A11: Currently files are transferred through a third-party SFTP site where both WPA and GSC have access to. WPA may explore other secure options to exchange files.

Q12: Is legal action a requirement?

A12: No, it is not a requirement.

Q13: How many suppliers will be selected?

A13: WPA is looking to select one (1) Contractor for collection agency services.

Q14: If selecting more than 1 supplier is it your intention to split the assignments evenly (50/50)?

A14: Only one (1) Contractor will be selected.

Q15: 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?

A15: Only one (1) Contractor will be selected.

Q16: Are you currently tracking performance statistics and if so, are results shared with supplier?

A16: Performance statistics are tracked and can be shared with the Contractor upon request.