



541-2008 ADDENDUM 2

PROVISION OF COLLECTION SERVICES FOR THE CITY OF WINNIPEG PARKING AUTHORITY

URGENT

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

ISSUED: December 31, 2008
BY: Randy Topolniski
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE REQUEST FOR PROPOSAL AND
SHALL FORM A PART OF THE CONTRACT
DOCUMENTS**

Template Version: Ar20070420

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 9 of Form A: Proposal may render your Proposal non-responsive.

PART A – PROPOSAL SUBMISSION

Replace: 541-2008 Proposal Submission with 541-2008 Addendum 2 - Proposal Submission. The following is a summary of changes incorporated in the replacement Proposal Submission:

Form B(R1): The unit of measure has been revised for Item 6.

PART B – BIDDING PROCEDURES

Revise: B3.1 to read:

B3.1 The Submission Deadline is 4:00 p.m. Winnipeg time, **January 14, 2009**.

Add: B14.1.1

B14.1.1 The Operating Plan shall include at least three (3) references.

PART E – SPECIFICATIONS

Revise: E2.3.3

E2.3.3 Accept Payment when Offered – The Contractor will accept payment for fines and fees directly, and will remit the total value of outstanding fines to the Winnipeg Parking Authority. If the registered owner attends the Winnipeg Parking Authority office to make payment of all fines and fees, the **Winnipeg Parking Authority** will advise the **registered owner that payment is only accepted at the address stated on the statement**. The Contractor will recover their fees by issuing an invoice and/or commence collection activities addressed to the Account holder/Registered owner for their services provided to collect the outstanding account

Add: E2.6

E2.6 The public access hours of operation should be between 8:30 a.m. to 4:30 p.m., Monday to Friday. These hours may be reviewed if further needs are identified.

Add: E2.7

E2.7 The Contractor shall notify the Winnipeg Parking Authority and Winnipeg Police Service that they have seized a vehicle. This will eliminate owners calling the Winnipeg Police Service to report a stolen vehicle and will allow us (WPA) to inform the owners of the vehicles whereabouts as well as update our records. Contact information shall be given at time of award.

The following are the questions and responses from the Bidder's Conference held Tuesday, December 9, 2008.

- Q1** Is the process you are looking for over a thresh hold?
A1 There is a threshold that each account must reach before action is taken. Once the account is over the threshold the Winnipeg Parking Authority will identify the individual, search the Manitoba Public Insurance (MPI) records and forward the data to the Contractor.
- Q2** Will the Contractor be responsible for running the searches, issuing the lien and serving the lien?
A2 The Winnipeg Parking Authority will be responsible for the searches and forwarding information to the Contractor. The Contractor will be responsible for all actions required to collect on the account once the information has been forwarded to the Contractor.
- Q3** How is the Contractor going to collect the money for their service?
A3 The Contractor will recover their fees through administration costs (stated on Form B: Prices) charged to the customer. The administration fees the Contractor charges will be added to the amount of the fines recovered from the customer. Form B: Prices is a guideline for fixed pricing so the Winnipeg Parking Authority knows what the Contractor is charging. These prices will be evaluated.
- Q4** After commencement, what is the process for workflows to follow?
A4 The Winnipeg Parking Authority will not be forwarding small accounts, which are below the threshold, to the Contractor. Approximately sixty percent (60%) of accounts are paid once the lien has been served and no further action is required. Monthly reminders are mailed to each account prior to collection action (forwarding of information to Contractor) being initiated.
- Q5** How will an account be handled if the client has a bank lien or the vehicle is leased?
A5 All Work is to be done according to all legislation and regulations at law. Leased vehicles are the responsibility of the person leasing the vehicle.
- Q6** What if the Contractor issues a lien on a vehicle and the vehicle has been written off?
A6 If the vehicle was written off after registration of the lien, MPI will issue a joint payment to the lien holder and the registered owner of the vehicle.
- Q7** What if there is a fine, the lien process has taken place and the car is written off, how is the Contractor going to collect their fees?
A7 The Contractor's administration fees will be included in the debt owed by the offender.
- Q8** Will the Contractor have to use the Winnipeg Parking Authority's collection agency?
A8 The Contractor may use the collection agency of their choice providing they are qualified. Subcontractors will be qualified as part of the award process.
- Q9** How did you arrive at the amount of \$100,000.00 for the Employee Dishonesty Bond?
A9 The Contractor will be collecting money for the Winnipeg Parking Authority. This money could be in the approximate amount of \$100,000.00 at any given time.
- Q10** What will the schedule of payment to the Winnipeg Parking Authority be?
A10 Monthly.
- Q11** How did you arrive at the insurance amounts?
A11 The insurance requirements are the City of Winnipeg standard requirements.
- Q12** What is the current amount of the City's unpaid parking tickets?
A12 Currently there are 4578 outstanding accounts over the threshold amounting to \$1.6 million. Approximately 130 additional accounts cross the threshold each month. The determining factor regarding the threshold is the value of the account. The threshold is not legislated; the Winnipeg Parking Authority decides what the threshold will be.
- Q13** Are there accounts, over the threshold that will be passed on to the Contractor?

- A13 Any files over the threshold on which a lien and other collection action has already been initiated will be forwarded to the Contractor. The Contractor may only add fees to these accounts for work that has not yet been performed.
- Q14** How does the Contractor keep track of how many tickets a person has?
A14 The Winnipeg Parking Authority keeps track of all accounts and balances are increased accordingly. A new account does not get started for each offence.
- Q15** Does the City require exact remuneration on balances?
A15 Once this Contract is awarded there will be no negotiation of fines. Currently, if a person comes in with a lien and is wanting to pay the fine the Winnipeg Parking Authority may give them more time. After a warrant to seize has been issued there is no negotiation.
- Q16** Should the unit of measure for Item 6 on Form B: Prices be a percentage?
A16 Form B has been changed. Please see addendum.
- Q17** How concise should the information be for the Operating Plan? What are you looking for?
A17 The Request for Proposal document specifies the Work and the information provided should fall into the scope of work we have specified. Information will be evaluated. Be as concise as you can.
- Q18** Will the transfer of data be electronic and in what format?
A18 The format for data transfer will be electronic and in a format mutually agreeable to the Winnipeg Parking Authority and the Contractor.
- Q19** Do you have any historical information for parking violations for accounts outside of Winnipeg?
A19 The Winnipeg Parking Authority does not, at this time focus on areas that are outside of the City.
- Q20** Will the Winnipeg Parking Authority send a file through for someone who is in, for example, Brandon if the Contractor wants to pursue?
A20 Yes, the Contractor can pursue the collection of fines from offenders other than residents of the City.
- Q21** Do you have rural offenders as part of the 4500 outstanding accounts?
A21 No, however, the rural offenders will still get a monthly statement with the balance of their account.
- Q22** For the purpose of looking at the whole picture, it would be beneficial to know how many rural accounts there are. It may be beneficial to pursue the rural accounts as well.
A22 If the Contractor wants to collect from rural accounts, they can.
- Q23** Is the data base from MPI current?
A23 The information on the data base from MPI is from the last 24 hours.
- Q24** Do you have an anticipated start date?
A24 The award of the Contract may be made within ninety (90) days of the submission deadline in accordance with paragraph 10 of Form A.
- Q24** What is going to be done with the surplus funds returned to the Winnipeg Parking Authority as specified in E2.5(e)?
A24 Any surplus funds will be distributed to the additional lien holder or to the registered owner as appropriate.
- Q25** Will the Winnipeg Parking Authority still send out statements after the account has been transferred to the Contractor?
A25 Statements will stop being sent once the account is transferred to the Contractor. Additional statements will be sent for new offences.
- Q26** Won't sending out a new statement give the offender a misconception of the balance of their account?
A26 The Winnipeg Parking Authority will amend the current statement format to include a "FINAL NOTICE" warning regarding account being forwarded to collections.
- Q27** How will the Contractor collect their fees when they are not able to add fees to a lien?

- A27 The Contractor's fees are administrative and are between the Contractor and the customer. The lien is for the amount owed to the Winnipeg Parking Authority.
- Q28** Will the Contractor have to give the Winnipeg Parking Authority the balances and how will the balances be kept current for any new offences?
- A28 The exchange of information will have to be worked out with the Contractor. The Contractor will provide the balance of accounts that have been sent to them.
- Q29** There was a request for clarification of the affidavit being sent five (5) days after serving the lien or of notification of the lien.
- A29 The affidavit shall be forwarded to the Winnipeg Parking Authority within five (5) days after the lien has been served. The issuing of the warrant will be done by the Contractor at their discretion.
- Q30** What is the Bailiff part and are they responsible for records?
- A30 The Contractor will be responsible for keeping records of actions in order to defend themselves against legal action. In the instance where an offender calls the Media and the Media listens to the story and acts on it the Contractor will need to be able to justify their actions to the Winnipeg Parking Authority. The Contractor should never respond to the Media on behalf of the Winnipeg Parking Authority in accordance with D5 of the RFP.
- Q31** Are you asking for references?
- A31 Typically bidders submit references with the operating plan. Please see addendum.
- Q32** Do you want resumes or will bios suffice?
- A32 The Winnipeg Parking Authority needs information from bidders in order to evaluate them in accordance with the Work addressed in the RFP.
- Q33** If there is a partnership of companies would you require references?
- A33 Sole companies have provided references. Through the qualification process the Contract Administrator may ask for additional information regarding references. References are typically forwarded to allow the City to determine prior history with respect to similar work by the Contractor(s).
- Q34** Why is the requirement for insurance \$200,000.00?
- A34 This is the standard insurance requirement for the City.
- Q35** When are the Criminal Record Search Certificates required to be submitted?
- A35 The Criminal Record Search Certificates are to be completed prior to commencement of Work.
- Q36** Is the wording in the document concerning the Criminal Record searches correct?
- A36 For the scope of the Work in this RFP, the wording in the RFP is correct.
- Q37** What issues would you like addressed other than the "one stop shop"?
- A37 Proposals are to contain information requested. Any issues, such as lowering the threshold or adding more staff, could be proposed. Information in the proposal will be evaluated.
- Q38** What if we come up with a better way to run these collection services?
- A38 If you think you have a better proposal and all laws and legislation are observed your proposal will be evaluated.
- Q39** Are you going to forward 4500 files at the start?
- A39 All files, over the threshold will be transferred at commencement.
- Q40** What is the expected time frame from the Winnipeg Parking Authority sending a file to the Contractor and the Contractor issuing payment to the Winnipeg Parking Authority?
- A40 At this time it may not be possible to set exact dates. There will be monthly reporting. It would also depend on the type of file (60 % of the files get paid in 15 days).
- Q40** What will be the expected hours of operation? Are there any restrictions?
- A40 Hours of operation are governed by the specific legislation surrounding collection and seizure activities.
- Q41** Has the warrant to seize ever been served after hours?
- A41 No.

Q42 Can the warrants be served 24/7?

A42 The Contractor must comply with all legislation.

Q43 Has this process ever been challenged in court?

A43 No.

Q44 Who would be required to be the defender in court if it every came to that?

A44 The City of Winnipeg would defend the process and the Contractor would defend their actions. The Contractor would be obliged to inform the City of any procedure problems or any problems concerning the method of doing business. All procedures are in accordance with the Provincial Court Summary Act.

Q45 Are the tickets bilingual?

A45 Yes.

Q46 Will bilingual service, in the office, be required?

A46 As the Contractor is providing the service to the City, the Contractor does not need to provide bilingual service but it may be beneficial to have someone in the office able to communicate in both English and French. The tickets and the statements are bilingual.

Q46 What needs to be included in the Condition Report?

A46 The Condition Report should contain pictures of the seized vehicle, for the Contractor's protection.

Q47 Is it the Contractor's responsibility for storing the contents of the vehicles that are seized?

A47 The storing of contents from vehicles must be done according to legislation.

Q48 At present what do you do with your seized vehicles?

A48 Seized vehicles are currently held in impound and auctioned in due time if the account is not settled.

Q48 Is the Contractor required to give the owner of the vehicle access to their possessions?

A48 The vehicle owner must be granted access to their vehicles to claim their property in accordance with current legislation.

Q49 What hours of operation are we required to allow vehicle owners access to claim their property?

A49 Please see Addendum.

Q50 If the Winnipeg Parking Authority accepts payment in the form of a drop box, there could be issues regarding the warrant to seize if the information does not get to the Contractor quickly.

A50 The Winnipeg Parking Authority will not accept payment – see addendum.

Q51 What types of payment is the Contractor required to accept?

A51 The Contractor will decide what form of payment they will accept.

Q52 Citizens are use to coming to the Winnipeg Parking Authority office to pay their fines. How are they going to know where to go?

A52 The statements will have the information regarding the location where payment is to be made.

Q52 In the event that errors occur regarding information the City receives from MPI who will get the bill?

A52 Cases involving errors with MPI data will be negotiated between the Contractor and the City on a case by case basis.

Q53 After the lien has been issued some people transfer ownership of their vehicles. How will the Contractor know the information is still current?

A53 The Winnipeg Parking Authority can verify the information.

Q54 How do you know the ownership information you receive is accurate?

A54 The Winnipeg Parking Authority assumes the information from MPI is correct.