



London
C A N A D A

**THE CORPORATION OF
THE CITY OF LONDON**

**REQUEST FOR PROPOSAL 10-27
TO PROVIDE COLLECTION SERVICES**

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The Corporation of the City of London
Request for Proposal 10-27
To Provide Collection Services

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**The Corporation of the City of London
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To Provide Collection Services**

1.0 PURPOSE

The City of London (herein after referred to as the City) intends to enter into an agreement with qualified Proponents, three (3) or more collection agencies, whose specialized professional services will complement the City's internal collection process. Most of the default debtors reside in the City area, although there are receivables outstanding in other Canadian provinces, and in the United States. It is anticipated that the contract will be awarded to Proponent(s) with local knowledge, as well as the ability and resources to collect in the remainder of Canada and the United States. Net collection success rates and adherence to professional collection standards will define such Proponent(s) performance.

2.0 BACKGROUND

The accounts that will be submitted are outstanding Provincial Offences Act (herein after referred to as POA) defaulted fines and miscellaneous Accounts Receivables.

The majority of the accounts are POA defaulted fines that are imposed by various enforcement agencies, such as Municipal Law Enforcement Officers, Provincial Police, and Federal and Provincial agents employed by Provincial Ministries. These fines include offences under the Highway Traffic Act, Liquor License Act, Environmental Protection Act, etc.

The remaining portion of the assignment relates to outstanding miscellaneous receivables. These accounts include amounts for items such as:

- Dearness Nursing Home charges
- Parks and Recreation charges such as Spectrum courses and Community rentals
- Municipal by-law infractions such as Fire, Domestic Waste and Property Standards (eg. By-law F-4, PW-9 and CP-16)
- Community Services charges such as Spectrum advertising space and Special Event Fees
- Environmental Services charges such as burst water meters, bulk bin rentals, landfill site fees and Dingman dumping fees.

Prior to submitting accounts to a collection agency, most POA and Accounts Receivable accounts would have been through an internal collection process, which would comprise of one (1) or two (2) letters being generated and telephone follow-up. This is usually a one hundred and fifty (150) day process for POA accounts and a one hundred and twenty (120) day process for Accounts Receivable accounts.

Assignment will be provided on a monthly basis. It is expected that these assignments will be as follows:

- POA – 770 accounts in the total amount of \$320,000.00
- Accounts Receivable – 10 to 20 accounts in the total amount of \$1,500.00

3.0 RFP SCHEDULE

The following is a tentative schedule to assist Proponents:

Closing Date	Tuesday, August 31, 2010
Evaluation of Proposals	September 2010
Interviews, if required	September 2010
Approximate Contract Commencement Date	November 1, 2010

4.0 SUBMISSION INSTRUCTIONS

4.1 Closing Date and Time

Proponents are required to submit one (1) signed original and five (5) copies of the Request for Proposal in a sealed envelope clearly identified as **Request for Proposal 10-27, To Provide Collection Services to Purchasing and Supply**. Completed submission can be **mailed** to Purchasing and Supply, P.O. Box 5035, London, Ontario N6A 4L9 or **hand delivered** (in person or by courier) to Purchasing & Supply, 267 Dundas Street, 4th Floor, London, Ontario N6A 1H2 and must be received before **12:00 noon, local time, Tuesday, August 30, 2010. Failure to submit the Form of Proposal (page 13) will result in your proposal being rejected.**

Respondents are solely responsible for ensuring bids are received by Purchasing & Supply prior to the closing date and time.

4.2 Late Submissions

Proposals received by Purchasing and Supply later than the specified closing time will be returned, unopened, to the Proponent.

4.3 Period of Acceptance

The proposal submission is to remain firm for acceptance for a period of one hundred and twenty (120) days from the date of closing.

4.4 Questions/Inquiries

- a) Inquiries regarding this RFP are to be directed to City of London, Purchasing and Supply, Terri Sue Wyatt, Procurement Officer, by facsimile at 519 661-5030 or e-mail to purch@london.ca. Inquiries must not be directed to other City employees or Elected Officials. **Directing inquiries to other than Purchasing and Supply may result in your submission being rejected.**
- b) All clarification requests are to be sent in writing to the individual mentioned above. No clarification requests will be accepted by telephone. **Responses to clarification requests will be provided to all Proponents in writing in the form of an Addenda which will only be posted on the City's website. All Addendums will be issued two (2) working days prior to closing.**

4.0 SUBMISSION INSTRUCTIONS...cont'd

4.4 Questions/Inquiries...cont'd

- c) The City assumes no responsibility for any verbal (spoken) information from any City staff or from any Consultant firms retained by the City, or from any other person or persons who may have an interest in this Proposal. Amendments or changes to this Proposal prior to the closing date and time stated herein will only be in the form of written addenda and said addenda will be issued by the Purchasing & Supply Team of the City of London. Any Addendum will be posted on the City's Purchasing & Supply Web Site: http://www.london.ca/d.aspx?s=/Tenders_and_RFPs/default.htm It is the proponent's sole responsibility to check this Web Site regularly to inform itself of any posted Addendum. The City makes no promise or guarantee that addenda will be delivered by any means to any proponent. By submitting a proposal in response to this Proposal, the proponent acknowledges and agrees that addenda shall only be posted on the City's Web Site and it is the sole responsibility of the proponent to check this Web Site for said addenda. **FAILURE TO ACKNOWLEDGE RECEIPT OF ALL ADDENDA ON THE FORM OF PROPOSAL WILL RESULT IN YOUR BID BEING REJECTED**
- d) Each Proponent must review all proposal documents and promptly report and request clarification of any discrepancy, deficiency, ambiguity, error, inconsistency, or omission contained therein. Any such request must be submitted to the City in writing, **five (5) working days prior to closing**.
- e) Where a request results in a change or a clarification to the proposal, the City will prepare and issue an Addendum to this proposal as stated in 4.4c.

4.5 Rights Reserved by the City

- a) The City is not liable for any costs incurred by the Proponent in the preparation of their response to the RFP or selection interviews, if required. Furthermore, the City shall not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by any Proponent, prior or subsequent to, or by reason of the acceptance, or non-acceptance by the City of any proposal, or by reason of any delay in the award of the proposal.
- b) The lowest proposal will not necessarily be accepted. The City reserves the right to accept/reject any or all proposals and/or reissue the RFP in its original or revised form.
- c) The City reserves the right to request specific requirements not adequately covered in their initial submission and clarify information contained in the RFP.
- d) The City reserves the right to modify any and all requirements stated in the RFP at anytime prior to the possible awarding of a contract.
- e) The City reserves the right to cancel this RFP at any time, without penalty or cost to the City. This RFP should not be considered a commitment by the City to enter into any contract.
- f) In the event of any disagreement between the City and respondent regarding the interpretation of the provisions of the RFP, the Manager of Purchasing and Supply or an individual acting in that capacity, shall make the final determination as to interpretation.

4.6 Treatment of Information

- a) The information submitted in response to this RFP will be treated in accordance with the relevant provisions of the Municipal Freedom of Information and Protection of Privacy Act and in accordance with Section 8.11, "Confidentiality of Proprietary Information", of Council Policy 21 (1). The information collected will be used solely for the purposes stated in this request.

4.0 SUBMISSION INSTRUCTIONS...cont'd

4.6 Treatment of Information...cont'd

- b) The Proponent does, by the submission of a proposal, accept that the information contained in it will be treated in accordance with the process set out in this section of the RFP.

5.0 TERMS AND CONDITIONS

5.1 Contract Period

The term of the contract will be for a period of three (3) years commencing November 1, 2010 with an option to renew the contract for up to two (2) additional years.

5.2 Renewal

- a) The City at its absolute sole discretion has the option to renew the contract for up to two (2) years.
- b) In determining whether to renew the contract, the City will consider the following, but not limited to satisfactory past performance and price negotiations between the parties.

5.3 Termination for Default

If the City determines that the successful Proponent has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the City may, by providing written notice to the successful Proponent, terminate the successful Proponent's right to proceed with part or all of the remaining work.

The City reserves the right to cancel the contract with thirty (30) days written notice, without penalty.

5.4 Proposed Payment Procedures

The successful Proponent(s) MUST submit gross **weekly** payments to the City, with invoice(s) for relevant associated commission.

The City shall pay the successful Proponent(s) **monthly**, based on gross weekly remittances. No offsets will be allowed for cheques returned (e.g. NSF) by payers' banks. Amounts remitted by the Proponent(s) to the City shall be deemed fully and finally collected by the City. The City will, however, support a Proponent's efforts to collect the returned cheque amounts.

The Proponent(s) shall receive commission on all successful collections, processed by the City or the Proponent(s), according to the terms of this RFP and the Agreement. The City shall pay the Proponent(s) correctly rendered statement/invoice within thirty (30) days of receipt. An invoice is correctly rendered if:

- i. The specified commission is appropriate, correctly calculated and due for payment; and
- ii. The invoice is set out in a manner that enables the City to validate the relevant account information.

No commission shall be paid for accounts that:

- i. Have been granted an extension to pay (i.e. are no longer in default);
- ii. Are appealed (i.e. are no longer in default);
- iii. Are determined to be errors as they had been paid prior to listing; and
- iv. Are arbitrarily closed at the request of the City

5.0 TERMS AND CONDITIONS...cont'd

5.4 Proposed Payment Procedures...cont'd

Closeout fees do not apply. If “close out” option is requested by the City, all credit reporting information shall be immediately removed from consumer or commercial credit reporting agencies by the vendor at the Proponent(s) expense.

- Assigned batches will be subject to a “Grace period” and all direct payments made within five (5) business days of assignment will be reported to the successful contractors and processed as “paid free”. Commission shown separate on invoice. The successful Proponent(s) will remit weekly for all cash, credit card, debit, certified cheques. The City will permit a ten (10) business days hold on all personal cheques.

5.5 Assignment

Following award of the contract, the successful Proponent shall not, without written consent of the Manager of Purchasing and Supply make any assignment or any subcontract for the execution of any service or product hereby proposed.

5.6 Security Clearance Requirements

The successful Proponent must comply with all relevant laws relating to the personal information which is collected, used, disclosed, transferred to handled pursuant to this Agreement, including, but not limited to the Personal Information Protection and Electronic Documents Act (Canada) and *Collection Agencies Act*. The successful Proponent will notify the City if personal information, related to accounts referred by the City to the successful Proponent, is lost, stolen or accessed by unauthorized persons while in the control of the successful Proponent. The successful Proponent agrees to be solely responsible for responding to any formal complaints, however initiated, that are related to its handling of personal information, whether received directly by the City or by the successful Proponent.

All records of personal information created or maintained by the successful Proponent pursuant to this Agreement are under the control of the successful Proponent for the purposes of any laws, which provide a right of access to the individuals whose personal information is in the custody of the successful Proponent. The successful Proponent agrees to provide account information to the City if the City is required by any applicable law to produce access to personal information held in the account records.

Information about the City, its operations or the administration of this Agreement shall be treated confidentially by the successful Proponent, and shall be used by the successful Proponent only for the purpose of fulfilling the obligations under this Agreement. No information about the City shall be disclosed in any manner whatsoever without the prior written approval of the City, unless the successful Proponent is legally compelled to do so. This obligation shall survive the expiry or termination of this Agreement.

The City shall maintain the confidentiality of information about the successful Proponent or information supplied to the City by the successful Proponent, unless disclosure of the information is required by law, including, but not limited to, *the Municipal Freedom of Information and Protection of Privacy Act*. This obligation shall survive the expiry or termination of this Agreement.

The successful Proponent represents and warrants that each of its employees, agents or servants with access to City information has at least one of the following security clearances:

- Government of Canada Security Clearance “B” certified
- Payment Card Industry Data Security Standard (PCI DSS)
- ISO (International organization for Standardization).

5.0 TERMS AND CONDITIONS...cont'd

5.7 Changes in Law

The parties acknowledge that performance of the obligations required hereunder may be affected by changes in applicable laws of the Province of Ontario. In the event of a change in applicable legislation that results in a material impact on the performance of any act required by this Agreement, the Parties shall renegotiate the provisions of this Agreement to achieve mutually acceptable terms for the performance of acts required hereunder. If the Parties are unable to agree on the revised terms and conditions either Party may submit the dispute to arbitration in accordance with the provisions of the Arbitration Act S.O. 1991, C. 17.

5.8 Exclusion of Proponent in Litigation

- a) The City may, in its absolute discretion, reject a proposal submitted by a Proponent if the Proponent, or any officer or director of the Proponent is or has been engaged, either directly or indirectly through another corporation, in a legal action against the City, its elected or appointed officers and employees in relation to:
- i. Any other contract or services; or
 - ii. Any matter arising from the City's exercise of its powers, duties, or functions.
- b) In determining whether or not to reject a proposal under this clause, the City will consider whether the litigation is likely to affect the Proponent's ability to work with the City, its consultants and representatives, and whether the City's experience with the Proponent indicates that the City is likely to incur increased staff and legal costs in the administration of the contract if it is awarded to the Proponent.

5.9 Exclusion of Proponent Due to Poor Performance

- a) The General Manager shall document evidence and advise Purchasing and Supply in writing where the performance of a supplier has been unsatisfactory in terms of failure to meet contract specifications, terms and conditions or for Health and Safety violations
- b) The City Treasurer may, in consultation with the City Solicitor, prohibit an unsatisfactory supplier from bidding on future contracts for a period of up to three (3) years.

5.10 Contract Invalidation

If any provision of this contract is found to be invalid, such invalidation will not be construed to nullify the entire contract.

6.0 SCOPE OF WORK

6.1 Scope of Project

It is the City's intent to distribute the accounts between four (4) successful Proponents. The Proponents ranked as first and second by the Evaluation Committee will be assigned accounts under Part "A". The Proponent ranked third and fourth will be assigned accounts under Part "B". The assignments will include both retail and commercial accounts.

The work distribution is described as follows:

6.0 SCOPE OF WORK...cont'd

6.1 Scope of Project...cont'd

a) PART A: First Assignment

On initial distribution, Part "A" accounts will be distributed approximately one-half (1/2) each, to the first two (2) successful Proponents as a 1st assignment phase. Accounts will remain as a 1st assignment phase for approximately twenty-four (24) months from offence date or from assignment date.

After the 1st assignment period, outstanding accounts will be recalled and assigned to an alternative Proponent as described under Part "B".

Account distribution and rotation may be subject to 'Account I.D.' restrictions. (For example, a Debtor with different accounts for collection would be assigned to the same Proponent).

It is expected that there will be between 400 and 900 new cases per month, valued approximately 150,000 to 300,000 in total, to be assigned. The number of listings will depend on the number of Provincial Offence Fines levied by the various fine imposing agencies and in-house collection efforts. Approximately 95% of the cases are individuals and 5% commercial.

b) PART B: Second Assignment

On initial distribution, Part "B" accounts will be distributed approximately one-half (1/2) each, to the two (2) successful Proponents as a 2nd assignment phase. These accounts represent older, aged receivables that may be:

- Greater than twenty-four (24) months since offence date
- Have been recalled from first assignment as described in Part "A".

Accounts will remain until the City determines their next disposition.

It is expected that there will be between 2,000 and 2,500 new cases to be assigned on a quarterly basis, valued approximately 350,000 to 800,000 in total.

Account distribution and rotation may be subject to 'Account I.D.' restrictions. (For example, more than one Proponent may have the same Debtor, but different accounts for collection).

Exceptions to the distribution and rotation of any account (whether Part "A" or Part "B") may occur due to the programming restrictions of the City's database.

At the City's sole discretion, accounts may be recalled for further disposition.

6.0 SCOPE OF WORK...cont'd

6.1 Scope of Project...cont'd

POA Age of Accounts		
Year	Number of Cases	Amount
2000 & Older	817	\$412,648.13
2001	184	\$275,379.19
2002	348	\$623,255.69
2003	3,675	\$1,420,223.59
2004	4,315	\$1,837,656.00
2005	4,680	\$2,108,548.21
2006	5,470	\$2,183,761.25
2007	5,211	\$2,064,299.57
2008	6,997	\$3,025,391.19
2009	6,891	\$2,906,277.69
2010	3,901	\$1,772,367.66
TOTAL	42,489	\$18,629,808.77

****Note: The above represents all POA fines, a portion of which will be assigned to the Collection Agency**

6.2 Proponents Duties

- a) Locate and collect outstanding Provincial Offences Act Defaulted Fines imposed by Municipal Law Enforcement Officers, Provincial Police and Federal and Provincial enforcement agencies employed by Provincial ministries; and miscellaneous Accounts Receivables.
- b) Provide monthly reports, on status of each assigned account. The content of the report is to be negotiated between the City and the Proponent. Provide two (2) detailed closeout reports of all uncollectible accounts, stating reason(s) why the account is uncollectible. These reports should itemize accounts equal to and greater than \$1,000.00 and accounts less than \$1,000.00. These reports will contain the following detailed information:
 - Current address or notation that the debtor has not been located
 - Whether legal action is recommended and if so, assets that can be seized or bank or wages that can be garnished.

Proponents may wish to provide samples of various status reports with their proposal. The City will take into account the potential value of proposed reports in its evaluation of the proposals.

- c) Submit gross weekly payments to the City; with invoice for relevant associated commissions.

6.0 SCOPE OF WORK...cont'd

6.2 Proponents Duties...cont'd

- d) Be responsible for all collection costs, (e.g. credit checks, Corporate & MTO searches).
- e) Provide City staff with electronic access to the accounts for the purpose of auditing files. The cost of providing such access shall be borne by the Proponents.
- f) Ability to work outside of Ontario.
- g) The City wishes to communicate electronically for most correspondence between the City and the Proponent(s). The City manages accounts in an Oracle database. Please specify all methods that you propose for communicating electronically. (e.g. e-mail, text files to upload to the City's Collection Management software, Microsoft Excel spreadsheet, Microsoft access database, etc.) The City's current standard client PC software is Office 2007 or newer running on Windows XP with the option of upgrading to Windows 7 – 64 bit.

The monthly download will include the following information for each case:

- A case identifier
 - The debtor's name as recorded on the conviction
 - Address at the time the offence occurred (or more recent address if known)
 - Drivers license or plate if available
 - Date of the offence
 - Date of conviction
 - Statute and section under which the offence was registered
 - Amount owing
 - Commission owing.
- h) Provide confirmation of receipt of new listings transferred. (e.g. Letter of Acknowledgement).
 - i) Suspended License accounts must be reported to the City immediately upon receipt of **payment in full only** to guarantee License reinstatement.
 - j) Debtors shall be advised that payments must be processed through the Agency.

6.3 Access Contact

The Proponent will provide one point of contact for the City to deal with and resolve urgent matters.

6.4 Reporting

The City will expect to receive electronically the following reports:

- Client performance recoveries report
- Acknowledgement of listings report
- Inventory status report
- Close out report
- Any other reports that are appropriate.

6.0 SCOPE OF WORK...cont'd

6.5 Close out of Accounts

When the City terminates or does not renew an agreement with a successful Proponent, the successful Proponent is required to provide the following:

- Electronically close out all files on all offenders accounts/cases and return all collected information to the City by means of a closeout report/file
- All post-dated cheques held by the successful Proponent for the assigned work are to be included in a separate closeout report
- The City expects the successful Proponent to inform/notify all City's debtors who were contacted within the last six (6) months by mail, phone or e-mail to inform they are no longer acting as an agent on behalf of the City
- The City expects the Successful Proponent to inform/notify all credit reporting agencies immediately to remove all consumer/commercial debt information at the successful Proponent's expense.

7.0 SUBMISSIONS REQUIREMENTS

7.1 General

- a) The City is requesting proposals from firms who are both interested and capable of undertaking the project.
- b) The onus is on the Proponent to show their knowledge, understanding and capacity to conduct the work outlined in the RFP.
- c) The responses will be assessed according to how well they assure the City's success in relation to the submission requirements. The detail and clarity of the written submission will be considered indicative of the Proponents expertise and competence.
- d) All information provided in response to this RFP must contain sufficient detail to support the services being proposed. **Incomplete submissions will not be considered.**
- e) All prices must be stated in **Canadian** funds.

7.2 Administration Fee

- a) Proponents who elect to retrieve the information from the City's website, www.london.ca will not be charged the administrative fee noted below, but must complete the **Registration Form** as instructed on the web page.
- b) Proponents who do not elect to retrieve the proposal information from the City's website will be required to submit a \$25.00 administrative fee with their proposal in the form of a cheque or Canadian Currency. Cheques are to be made payable to the "City Treasurer". **Failure to do so will result in a delay in processing of the bid. Please refer to section 4.4c) Questions/Inquiries regarding the issuance of all addenda.**
- c) Proponents who have not submitted a bid or remitted the administrative fee will be removed from future bidder's lists.

7.0 SUBMISSIONS REQUIREMENTS...cont'd

7.3 Mandatory Requirements

Your proposal submission **MUST** follow the following format:

- a) Title page which will include the Proponent's legal name, address, telephone and fax numbers, e-mail address and name of primary contact and date.
- b) A least one (1) original signed "**Form of Proposal**" MUST be submitted with the proposal submission.
- c) A copy of a valid licence under "The Collection Agencies Act, R.S.O. 1990".
- d) A copy of the Ministry of Consumer & Commercial Relations Agency Certification.
- e) Proof of Government of Canada Security Clearance.

7.4 Collection Strategy

Proponents are required to provide a brief description of the collection strategy that would be used for recovering the accounts by type of receivable and should include the following information including for each item the timeline or frequency of the action:

- Number of collection letters (notices) generated – provide sample letters
- Number of telephone calls made – provide sample scripts
- Follow up policy on promise payments
- Follow up policy on broken promises
- Follow up policy on NSF cheques
- Automated services that will be used (predictive dialler, auto dialler, credit bureau, scrubbing, credit scoring, other collection tolls)
- Skip tracing procedures
- Closeout procedure
- Procedure for review and/or listing of accounts with Equifax and TransUnion credit reporting agencies
- Detail strategies used based on dollar values:
 - \$1.00 - \$200.00
 - 201.00 - \$500.00
 - 501.00 - \$1,000.00
 - 1,001.00 - \$2,000.00
 - \$2,001.00 and up
- Describe your goodwill strategy and how you would ensure that the City does not receive complaints regarding your firm's approach; describe the process for handling complaints.

7.0 SUBMISSIONS REQUIREMENTS...cont'd

7.5 Security Clearance

The Proponent shall submit and attach to their proposal evidence of the security clearance required under this contract. The successful Proponent will be required to provide yearly proof of continued security clearance.

7.6 References

The Proponent must supply contact information for three (3) current customer references, which are similar in scope to this RFP.

7.7 Commission Fees

Indicate amount (%) commission fees that will be charged.

1 st Assignment Accounts	%
2 nd Assignment Accounts	%

8.0 EVALUATION CRITERIA

8.1 Evaluation Team

Proposals will be evaluated by an evaluation team with representation from all key functional areas including Finance and Purchasing and Supply.

BY RESPONDING TO THIS RFP, PROPONENTS ACKNOWLEDGE THAT THE EVALUATION TEAM IS SOLELY RESPONSIBLE FOR RECOMMENDING THE SUCCESSFUL PROPONENT AND MAKES THE FINAL DECISION.

8.2 Evaluation Criteria

The evaluation criteria will be based on, but not limited to, the following:

- a) Accreditations and Qualifications
- b) Experience
- c) References
- d) Innovated ideas, approaches, resources and programs
- e) Fees

The order of the items listed in this Section should not be taken as an indication of the relative importance of any particular criteria in the evaluation process.

8.3 Selection Process

- a) Receive written responses from Proponents
- b) Evaluate Proposals
- c) Interviews; if required
- d) Recommendation
- e) Agreement

9.0 FORM OF PROPOSAL

AT LEAST ONE SIGNED ORIGINAL OF THIS FORM OF PROPOSAL MUST BE INCLUDED IN YOUR SUBMISSION

- 9.1 Please state terms of payment (Note: Early payment discounts will be considered in the award of the contract, and will apply **after** taxes):

- 9.2 I/WE, the undersigned authorized signing officer of the Proponent, HEREBY DECLARE that no person, firm or corporation other than the one represented by the signature (or signatures) of proper officers as provided below, has any interest in this proposal.
- 9.3 I/WE further declare that all statements, schedules and other information provided in this proposal are true, complete and accurate in all respects to the best knowledge and belief of the Proponent.
- 9.4 I/WE further declare that this proposal is made without connection, knowledge, comparison of figures or arrangement with any other company, firm or persons making a proposal and is in all respects fair and without collusion for fraud.
- 9.5 I/WE further declare that the undersigned is empowered by the Proponent to negotiate all matters with the Corporation representatives, relative to this proposal.
- 9.6 WE further declare that the agent listed below is hereby authorized by the Proponent to submit this proposal and is authorized to negotiate on behalf of the Proponent.
- 9.7 I/WE have allowed for Addenda numbered as follows: #_____ through to #_____.

Failure to acknowledge all addenda will result in your proposal being rejected.

COMPANY NAME: _____

ADDRESS: _____

CITY/PROVINCE: _____

POSTAL CODE/ZIP CODE _____

AUTHORIZED SIGNATURE: _____ TITLE _____
I/WE are authorized to bind the COMPANY/CORPORATION

NAME (Please print or type): _____

TELEPHONE NUMBER () _____ FAX NUMBER () _____

HST REGISTRATION # _____

EMAIL ADDRESS _____

DATE OF PROPOSAL _____

NOTE: Please return pages 13 on or before **12:00 noon, Local time, Tuesday, August 31, 2010.**