



August 24, 2010

**ADDENDUM #1
RFP10-27 TO PROVIDE COLLECTION SERVICES**

- Q1** I have reviewed the requirements set forth and at this point we do not have Government of Canada Security Clearance "B" certification, or PCI DSS or ISO clearance. Our office has not been subject or asked previously to have one of these requirements. If we were to be certified, does each employee who works on a City of London file have to be certified as well? or just the contact person.
The RFP closing date is Tuesday August 31, 2010, at this point I would think the process to be certified would take us past the closing date, would our submission be considered if we were in the process of obtaining this?
- A1** Government of Canada Security Clearance B is removed from Section 7.3 as a mandatory requirement. However, as stated in Section 5.6, each employee who has access to City information is required to have at least one security clearance PCI DSS or ISO.
- Q2** Page 11, Mandatory Requirements. Is a copy of Ministry of Consumer and Commercial Relations Agency Certification the same as a valid license under "the Collection Agencies Act, R.S.O. 1990" ? If not could you tell me what it is and where we get one.
- A2** d) and e) are removed as mandatory requirements in Section 7.3
- Q3** Proof of Government of Canada Security Clearance. Not quite sure what this is. We were an approved vendor for the last Federal Government National Master Standing Offer that was discontinued in 2009 and our offices and personnel are cleared to Enhanced Reliability B level, but we have no Certificate to submit as one is not issued. You are only told that our Offices and Personnel were cleared to that level. How do we prove it ?
- A3** See above response to question 2.
- Q4** Do we really need to have copies of all 3 mandatory licences/proofs
- Collection Agency Licences Act, R.S.O, 1990
 - Ministry of Consumer and Commercial Relations Agency Certification
 - Proof of Government of Canada Security Clearance
- or will Collection Agency Licenses be sufficient to meet all 3 requests.
- A4** Yes, Collection Agency Licences will be sufficient.
- Q5** **3.0 RFP Schedule** lists the closing date as Tuesday August 31, 2010, **4.1 Closing Date and Time** states before noon , local time, Tuesday August 30, 2010. Please confirm all response are due by noon, local time, Tuesday August 31, 2010.
- A5** The official closing date is, **noon, local time Tuesday, August 31, 2010**

- Q6** **2.0 Background** states monthly assignments of 770 accounts valued at \$320,000, **6.1 Scope of Work (Part A)** states between 400 and 900 new cases per month valued at approximately \$150,000 to \$300,000. Please confirm which approximate number is more accurate, as they do not correspond, and the values in section 2.0 don't seem to include Second Assignments.
- A6** Please refer to Subsection 6.1.
- Q7** **6.1 Scope of Work,(pg. 10)** Please confirm if these amounts represent an initial listing of accounts, outside the expected monthly volumes. If so, have any of these accounts previously been assigned to a collection agency?
- A7** Yes, as indicated below the chart, a portion will be assigned, and yes these accounts have previously been assigned to a collection agency.
- Q8** Is the City able to provide any historical recovery rate information or recovery rate expectations?
- A8** On newer defaulted fines the City would expect to see collection of a minimum of 6%. On older defaulted fines the City would expect to see a minimum of 3%.

Failure to acknowledge receipt of Addendum #1 on the Form of Proposal will result in your bid being rejected.

Thank you for your continued interest in this request for proposal.

John Freeman, C.P.P.
Manager of Purchasing and Supply

c.c. File RFP10-27