

REQUEST FOR PROPOSALS NO. PS20160541

SUPPLY OF DEBT COLLECTION AGENCY SERVICES

QUESTIONS AND ANSWERS NO. 2

ISSUED ON MARCH 8, 2017

Q1	<p>In support of Vancouver’s environmental sustainability principles will you be eliminating the requirement for three (3) paper copies of our submissions?</p> <p>If paper copies are still required is there a binding method that is recommended such as paperclip or paper folder?</p>
A1	<p>Unfortunately, my project team will be in different locations, therefore having hardcopies will be more effective in distribution of proposals. The binding method can simply be elastic bands. That would be sufficient.</p>
Q2	<p>Can Vancouver provide the average annual collection rate achieved by the current agency from 2011 to 2016 (dollars assigned vs dollars collected, less dollars recalled by Vancouver)?</p>
A2	<p>No.</p>
Q3	<p>Does Vancouver require that the agency send all notices by Canada Post or is email or SMS/text acceptable where feasible?</p>
A3	<p>We are open to whatever communication channels the agency feels is most effective in getting debtors to pay as long as the communication channel is allow by legislation.</p>
Q4	<p>Is Vancouver charged per transaction or as a percentage of dollars processed?</p>
A4	<p>Percentage</p>
Q5	<p>Are there “access” or “rental” charges (e.g. terminal rental) included?</p>

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A5	No.
Q6	Can Vancouver provide the percentage of accounts assigned to an agency that pay with a credit card via Vancouver's online payment system?
A6	No.
Q7	Can Vancouver provide the percentage of accounts assigned to an agency that pay with a credit card via Vancouver's online payment system?
A7	% of all tickets paid online is 93%. We did not track % of tickets sent to collections that paid online but did track by service charge amounts which equated to about \$4k/month.
Q8	We are confused that Vancouver would want to charge the agency when it appears Vancouver already does, or has the capacity to, assess a service charge for online payments. Can Vancouver explain?
A8	Vancouver is charged a service charge by the credit card companies for payments made with their credit cards. Vancouver does not pass this service charge back to the users. Vancouver's expectation is the collection agency bear all costs related to the collection of the debt which will include this credit card service charge.
Q9	What credit cards are accepted by Vancouver?
A9	Visa, Mastercard, Amex.
Q10	If the fee to the agency must be imposed will Vancouver allow the agency to add a convenience fee, on a cost only basis, for any debtor using the Vancouver credit/debit facility, to recoup the cost?
A10	The City currently does not charge credit card convenience fees. We will be reviewing our corporate payment strategy which will include the option of charging convenience fees. Until the review is complete, the collection agency will refrain from charging a convenience fee.
Q11	Can Vancouver clarify regarding provision of new registered owner information? Are these approximately 3,000 records for tickets not yet assigned to the agency?
A11	These 3000 are assigned to the agency.

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Q12	Does British Columbia have a reciprocal agreement with Washington or Oregon so that the agency can provide this personal information directly to Vancouver without fear of liability?
A12	No.
Q13	Does Vancouver's current agency provide this service?
A13	The current agency partners with a US collection agency which pays the DMV fees for US RO info.
Q14	On average, how many legal actions per year does Vancouver authorize the current agency to undertake?
A14	None. All legal action is currently undertaken by Vancouver.
Q15	Does Vancouver require formal resumes for each team member or is a 1-2 paragraph biography acceptable?
A15	Ideally, the City would like to see formal resumes for each team member.
Q16	Similar to the confidentiality provisions imposed by Vancouver, our non-disclosure agreements do not allow us to provide individual client collection rates. We can provide the range of, or an average of, collection rates by client category such as government, telecommunications, financial services, etc.
A16	That would be sufficient.
Q17	Our non-disclosure agreements do not allow us to provide individual client collection performance or value of the contract.
A17	This is understood if the reference provided does not agree to share the info.
Q18	Can Vancouver clarify what it is asking for "sub-consultants involvement"? Is a sub-consultant the same as a subcontractor? Are you requesting a list of tasks performed, or some percentage of the work performed, or something else?

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A18	Yes, sub-consultant is the same as a subcontractor. It is at your discretion if this applies to you agency. If it is irrelevant, please indicate that in your proposal. If sub-consultants exist, please indicate their level of effort and the tasks they are responsible for.
Q19	Given that “the City consents to the Agency using legally authorized agents in the United States to collect on debts owing by United States debtors”, if we are using a subcontracted company there may be substantial differences in the answers given between Canadian and US operations. In order to reduce possible confusion should there be a separate document submission (and pricing) for each country’s collections?
A19	No for Pricing. The City is not opposed to separate submissions for each country, but if there aren’t too many differences, the differences can be indicated on the one Canadian submission.