

September 28, 2023

A – Addendum #2

RFP –PS001 2023 Debt Collection of Municipal Bylaw Notices and other debt

Questions and Answers:

1. On page 1, In section 2.2 – Required Services, sub section g – “providing RMOW real time access to our account information” Is that mandatory?

Response:

The RMOW will consider reasonable methods for access to account information such as responding to inquiries within one business day.

2. Of the past due accounts, what percentage are for plates outside of BC? With increased privacy controls, access to transportation information from other Provinces is limited and is therefore often best obtained via government to government sources.

Response:

In 2022, approximately 16% of the tickets issued were outside of BC.

3. Is there an opportunity or appetite to discuss different compensation structures. Traditional method is fee for success. Alternate approaches have the client pay communication costs (budget is set) and a lower fee for success.

Response:

Proponents are encouraged to also include supplementary value added services or initiatives deemed to augment the successful delivery of the scope of work in their Proposal

4. Please confirm digital communications are acceptable (SMS, Email where this information is available)

Response:

Proponents may be able to communicate with debtor in a variety of methods provided it complies with our privacy policy.

5. Can you provide a break down by debt type and average debt size?

Response:

The debt type is primarily parking fines and most debts are less than \$1000.

6. The contract term for the successful proponent is not outlined. Are you able to provide details on the contract term?

Response:

We are hoping to settle on a 5 year contract but this may vary depending on the strengths of the successful proponent.

End of Addendum