REGIONAL DISTRICT OF NANAIMO

REQUEST FOR PROPOSALS No. 25-040

Debt Collection Services

Addendum 1 (4 pages)
Issued: November 13, 2025

Closing Date & Time: on or before 3:00 PM Pacific Time on November 21, 2025

This addendum shall be read in conjunction with and considered as an integral part of the Request for Proposal. Revisions supersede the information contained in the original Proposal or previously issued Addendum. No consideration will be allowed for any extras due to any Proponent not being familiar with the contents of this Addendum. All other terms and conditions remain the same.

Request for Proposal Addendum

DELETE: Section 7: Proposed Purchase Contract

Questions & Answers

Question 1: Please provide more context for the nature of the overdue accounts.

Answer 1: The overdue accounts we are seeking collection assistance for are receivables related to septage disposal billing to commercial haulers, commercial solid waste haulers, and other miscellaneous billings.

Question 2: Have you ever used a collection agency for these types of accounts before?

Answer 2: No, we have not used a collection agency previously for these types of accounts.

Question 3: Confirming these files have not previously been assigned to a collection agency.

Answer 3: Confirming that we have not used a collection agency in the past.

Question 4: Can you provide historical recovery rates?

Answer 4: Our historical recovery rates would be close to 100%, as we have not had to use collection agencies previously, and have not had significant write-offs other than adjustments for service charges.

Question 5: What is the (estimated) number of accounts and dollar value of initial assignments?

Answer 5: The estimated number of accounts and dollar value of initial assignments would be two accounts (as of the end of September 2025) totaling approximately $104,000.

Question 6: What is the (estimated) number of accounts and dollar value of ongoing assignments?

Answer 6: We do not have an estimated number of accounts and dollar value of ongoing assignments at this time, as we expect to use a collection agency on an ad hoc basis.

Question 7: What is the frequency you will transfer ongoing assignments?

Answer 7: We do not have an estimate of the frequency of transfer of ongoing assignments at this time, as the service will be used on an ad hoc basis.

Question 8: What is the average balance of accounts?

Answer 8: The average balance of accounts will depend on the type of account – septage and solid waste disposal balances will depend on the size of the hauler, and miscellaneous balances will depend on what the billing was for.

Question 9: What is the average age of accounts?

Answer 9: The average age of accounts will depend on the accounts assigned. Accounts that may be transferred to the successful proponent would be over 120 days.

Question 10: What is the geographical breakdown of accounts?

Answer 10: Geographically, the overdue accounts are mostly concentrated within the Regional District of Nanaimo, though some may be located further south- or north-island.

Question 11: Is legal action a requirement or an option?

Answer 11: Legal action is an option.

Question 12: How many suppliers do you plan to select?

Answer 12: We are planning to select 1 supplier.

Question 13: If selecting more than one supplier, is it your intention to split the initial assignments evenly (50/50)?

Answer 13: Not applicable as we are planning to select 1 supplier.

Question 14: Do you accept settlements or is payment in full required for all accounts?

Answer 14: Whether settlement instead of payment in full is appropriate would need to be discussed on a case-by-case basis.

Question 15: Are you currently tracking performance statistics and if so, are results shared with supplier(s)?

Answer 15: No, we do not currently have performance statistics tracking and therefore cannot share these results.

Question 16: What collection activity has been done prior to assignment -
Calls? Letters? Emails? SMS?

Answer 16: Collection activities done prior to assignment of accounts would be calls, emails and letters, both from the Finance department and the department to which the accounts pertain.

Question 17: Do you permit the agency to report to credit bureaus? If so, is there a preference as to when accounts are reported to the credit bureau?

Answer 17: Yes, the agency is permitted to report to credit bureaus. We do not have a preference as to when accounts are reported to the credit bureau, as accounts transferred for collections will be over 120 days.

Question 18: Do you permit the agency to use alternate contact channels including emails, SMS and CRTC-approved message drops?

Answer 18: Yes, the agency will be permitted to use alternate contact channels. RDN currently uses email to communicate with customers.

Question 19: What percentage of assigned files have a SIN or DOB?

Answer 19: 0% of assigned files would have a SIN (social insurance number) or DOB (date of birth), as we do not collect this information.

Question 20: Approximately what percentage of files have email addresses and/or phone numbers?

Answer 20: 100% of the assigned files would have an email address or a phone number, as RDN Finance and individual departments perform follow ups with overdue accounts currently.

Question 21: What are the IT / transmission requirements? How are the files assigned?

Answer 21: We do not expect the number of files transferred to be voluminous enough to have specific IT or transmission requirements. Files would be transferred on an ad hoc basis, when it is determined between the Finance department and the originating department that the receivable required additional management for collection.

Question 22: Could you please provide an indication of the anticipated monthly or annual placement volumes and approximate dollar values? This information will help us better align our proposal with RDN's operational needs.

Answer 22: It is difficult to estimate the anticipated monthly or annual placement volumes and approximate dollar values, as we have not had to engage collection agencies previously.

Question 23: Per Section 7: Proposed Purchase Contract**,** the RFP references a contract to be included. Could you please confirm whether RDN will be providing this contract for review, or if this requirement will be removed from the submission?

Answer 23: Section 7: Proposed Purchase Contract has been removed from the list of requirements, as reflected in this addendum.

End of Addendum 1