



Questions & Answers

Title: Collection Agency Services	
Solicitation Number: ISED-208460	Date: November 14, 2023

NO	Questions	Answers
1	<p>Regarding the requirements for RT2, we have vast experience with files \$25,000 and greater and currently provide collections to all 5 Canadian schedule 1 banks as well as a number of other financial and insurance companies, however, we only have 1 Federal Government client (CMHC). Additionally, we have multiple provincial government and municipal clients such as TSSA, Govt of Saskatchewan, Cities of Toronto, Regina, and Vancouver.</p> <p>Will you still consider us, or are we disqualified because we do not have the minimum 3 Federal Government clients?</p>	<p>You won't be disqualified as RT2 is not a mandatory criteria. For the Point-Rated Technical Criteria section, you must meet the minimum total of points.</p>
2	<p>I have a question relating to Section 4.5 Point Rated Technical Criteria RT2</p> <p>This questions requirement is for experience collecting Federal accounts (minimum 3) for the past 10 years. The majority of Federal Collections are done through an expansive contract for multiple Government of Canada departments. This contract has been held by one agency for many years. My question is, does this question does not eliminate most of the perspective bidders as they would not qualify for</p>	<p>The technical Criteria RT2 is not a mandatory requirement in this process. This criteria will simply give more points to companies that have experience in implementing contracts within the federal government.</p>



	<p>this based on collection contracts available with the Federal Government.</p> <p>We are Contract Security Program cleared with Protected A/B site clearance for a Standing Offer with the Public Prosecution Service of Canada and we would not be able to answer this question either. Is there any chance of revising the questions to include experiences not specific to Federal Collections Contracts?</p>	
3	<p>Our understanding for RT2 is that bidders must demonstrate experience leading and completing collection cases. Can Canada confirm that the 5 collection case references required can be from the same client?</p>	<p>Yes, the cases references can be from the same client.</p>
4	<p>RT2 – For RT2, would Canada accept project references that demonstrates a bidders experience leading and completing collection cases for any Public Sector client or financial institution in Canada?</p>	<p>For criteria RT2, points will be attribute related to experience within the Public Sectors. However, if you have less than 5 you can write down the experience with financial institution and we will examine it for sure. It is better to describe all the experience and it will be certainly taken into consideration.</p>
5	<p>Can Canada confirm if the same project experience can be used for both RT1 and RT2?</p>	<p>Yes</p>