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Manager of Purchasing

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TELEPHONE NUMBER

**ADDENDUM NO. 1**  
**PROPOSAL NO. 163-20, COLLECTIONS AGENCY SERVICES FOR PROVINCIAL**  
**OFFENCES AND MUNICIPAL COLLECTIONS**

**November 16, 2020**

This addendum amends and forms part of the RFP Documents. The Bidder shall insert the addendum behind the cover page of the RFP Documents.

**QUESTIONS/ANSWERS:**

**Question:**

In reference to Appendix B-Submission Contents, #3 i) Minimum Technical Requirements – can the city please elaborate? What minimum technical requirements are you referring to? Can you expand on what you are looking for?

**Answer:**

- Ability to accept the CAMS 3rd Party Collection XML Interface File layout
- Ability to send and receive information using SFTP
- The Proponent will have to lay-out what security and confidentiality procedures they have in place to protect the information we send to them.

**Question:**

In reference to Appendix B-Submission Contents, #3 xvii) Probable impact of Proponent's activities on City staff? Again, can you elaborate? What does this mean, how much involvement we require from the City staff?

**Answer:**

- Expectation of exchange of information (ie. new addresses, phone numbers and jobs)
- Does the Company have a policy that deals with complaints from their customers, do they have a point person to resolve complaints, and what do they do if the complaint is unsatisfactorily addressed

**END OF ADDENDUM NO. 1**

Yours truly,

**THE CORPORATION OF THE CITY OF WINDSOR**

*Elaine Castellan*

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Purchasing Supervisor  
EC/ab

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I hereby acknowledge receipt of Addendum No. 1 to the RFP 163-20 (2 pages).

The information contained therein is hereby noted and account of same will be taken in our RFP cost.

This information was received on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Company Name

**\*NOTE: You are required to acknowledge this addendum with your RFP submission.**

**PLEASE E-MAIL @ [purchasing@citywindsor.ca](mailto:purchasing@citywindsor.ca) SIGNED ACKNOWLEDGEMENT SHEET  
ASAP**