



Request for Proposals (RFP)

Collection Agency Services for Provincial Offences and Municipal Receivables

Instructions to Bidders

Project Information

Sealed quotations clearly marked "**Collection Agency Services for Provincial Offences and Municipal Receivables**" must be addressed to the following:

Township of Southgate

Attention: Taylor McMann, Treasurer

185667 Grey Road 9, Dundalk Ontario, N0C 1B0

Electronic tenders clearly marked "**Collection Agency Services for Provincial Offences and Municipal Receivables**" are to be emailed to tenders@southgate.ca

Submission Deadline: **May 7th, 2026, at 2:00 p.m.**

Scope of Project

The intent of this RFP document and the project is to select a qualified collection agency to provide collection services on behalf of the Township of Southgate for outstanding Provincial Offences Act fines and municipal receivables.

The Township is seeking proposals from experienced and qualified collection agencies to undertake collection activity on delinquent accounts assigned by the Township, including but not limited to defaulted Provincial Offences Act fines and other municipal accounts receivable that have remained unpaid after the Township's internal collection efforts have been exhausted.

Examination of Site

Not applicable.



Project Location

Township of Southgate
185667 Grey Road 9
Dundalk ON
N0C 1B0

Contact

Any questions or concerns arising out of this RFP, should be addressed to:

Taylor McMann
Phone: (519) 923-2110 x220
tmcmann@southgate.ca

Proposal Opening

The opening of the submissions shall commence on **May 7, 2026, at 2:00 p.m.** or shortly thereafter, unless the CAO or designate acting reasonably postpones the start to some later hour, but the opening shall continue once started, until the last bid is opened.

The opening will be held virtually, please use the following link to access the opening:

Zoom Link:

<https://zoom.us/j/91019736171?pwd=cXGstLffZYKrFb958ftbo38kcs3Qj3.1>
Meeting ID: 910 1973 6171
Passcode: 184411

Project Timelines

The Township of Southgate approximate project timelines are as follows:

- i. Procurement Closing date: 2:00pm on May 7th, 2026
- ii. Commencement of Bid Evaluations: May 7th, 2026
- iii. Recommendation to Council for Approval: May 20th, 2026
- iv. Notification of Successful Contractor: May 21st, 2026
- v. Start Quote Date: May 22nd, 2026



Project Specifications

Project General:

The project specifications are outlined below and shall be incorporated into the final agreement for the project.

The successful proponent shall provide collection agency services for the assigned Township accounts, including:

- a) Provincial Offences Act defaulted fines
- b) Municipal receivables assigned by the Township, which may include unpaid invoices, charged, fees, penalties, or other accounts deemed collectible by the Township
- c) Account collection services inclusive of demand letters, telephone follow-up, skip tracing where appropriate, payment arrangement administration, remittance reporting, and account status updates
- d) Monthly reporting to the Township on assigned accounts, recovery activity, collections, returned accounts, disputed accounts, and aged status
- e) Compliance with all applicable Provincial and Federal legislation governing collection activity and privacy of information

The Township makes no guarantee as to the volume or value of accounts to be assigned under this contract. This RFP should be treated as an estimated and non-exclusive requirement.

Project Specifics:

The Contractor shall:

- a) Provide a detailed description of its collection process for both Provincial Offences Acts fines and municipal receivables
- b) Identify how files are received, loaded, tracked, reported on and closed
- c) Describe compliant handling and dispute resolution procedures
- d) Describe debtor communication methods and confirm compliance with applicable legislation
- e) Identify staff qualifications, years of municipal and public sector collection experience, and office locations
- f) Describe reporting capabilities and sample reporting formats
- g) Confirm ability to protect confidential personal and municipal information



- h) Confirm ability to provide references from municipalities or other public sector clients for similar work
- i) Provide proposed commission rates and any other fees, if applicable

General Conditions

Extent

The contractor shall be liable for all costs of doing the work including labour, equipment and technology, administration, and all necessary platforms to perform the services.

Contractors Responsibility

Upon notification of acceptance of the contract and before the commencement of work, the contractor must provide the Township of Southgate with a Certificate of Insurance as per the following:

- (a) The Contractor shall be protected and indemnify and save harmless the Corporation of the Township of Southgate from any and all claims which may arise from the Contractor's operations where bodily injury, death or property damage is caused, and shall, without restricting the generality of the foregoing, maintain insurance acceptable to Southgate, subject to limits of liability of not less than \$3 million inclusive.
- (b) All liability policies shall be written in such terms as will fully protect the Contractor notwithstanding his assumption of liability and his indemnity covenants under the contract.
- (c) All liability insurance policies shall be written in the names of the Contractor and the Corporation of the Township of Southgate and shall be subject to a cross-liability clause. The Contractor agrees to provide to Southgate a Certificate of Insurance in compliance with the above including a warranty that the insurer will not cancel said policies without thirty days written notice of such cancellation provided to Southgate. Such certificate shall clearly indicate the amount deductible/applicable, if any.
- (d) Certificate of such other insurance as the owner may from time to time deem necessary.
- (e) The Contractor shall maintain such insurance and pay such assessments as to protect both the contractor and the owner from claims under the Workers' Compensation Act.



Workers' Compensation

The contractor shall provide a valid WSIB Clearance Certificate upon award and thereafter as required by the Township.

Protection of Information

The Contractor shall maintain the confidentiality of all information received from the Township and shall use such information solely for the purposes of carrying out the contracted services. The Contractor shall have appropriate physical, administrative and technical safeguards in place to protect personal information as confidential municipal records. The contractor shall not disclose any information relating to the Township, its accounts, debtors, files, or records except as required for the performance of the services or as required by law.

Applicable Legislation

- A. The Contractor shall comply with all applicable **Provincial and Federal legislation and regulations, including the Occupational Health & Safety Act and Pertinent Southgate by-laws.**
- B. **Municipal Freedom of Information and Protection of Privacy Act** – Any personal information provided in this document will be used for selection purposes only as per the Municipal Freedom of Information and Protection of Privacy Act
- C. **Accessibility for Ontarians with Disabilities Act, 2005** – The successful contractor must be in compliance with the Township of Southgate Accessible Customer Service Policy under the AODA, 2005 and provide proof that training requirements have been met.

No Guarantee of Volume

The Township makes no guarantee of the value or volume of accounts to be assigned to the successful proponent. The contract shall not be an exclusive contract and the Township reserves the right to pursue internal collection processes or other remedies where it considers it appropriate.

Termination

If, at the discretion of the Township of Southgate, there is default by the Contractor of any of the terms contained herein, Southgate shall have the right to terminate the contract upon giving the Contractor twenty-one (21) days notice to address the concerns or issues to successfully complete the project.

The Township may also terminate the agreement immediately for breach of confidentiality, privacy obligations, legal non-compliance, failure to maintain



required licensing or insurance, or conduct that, in the opinion of the Township, may compromise the Township's interests or reputation.

Upon Termination of the contract, the Township reserves the right to assign the accounts elsewhere and the balance of the contract price, if applicable, shall be forfeited.

Acceptance or Rejections

- Lowest or any Bid proposal is not necessarily accepted.
- All Bid proposals must provide pricing for each of their submissions.

Southgate reserves the right to award the services required to the contractor with the best proposal for the Township of Southgate. Southgate also reserves the right to reject any or all bids or award the contract to other than the lowest bid received, if in Southgate's opinion, it is in the best interest of the Township.

Proposals to Include:

- a) Description of Firm - Firm's brief history with highlights of services provided.
- b) Curriculum Vitae/Expertise - An outline of qualifications and experience of the team members to be assigned to this contract, including names, roles, and availability.
- c) Team Organization - The respective roles and responsibilities team members will take in the project team organization and in the delivery of the services.
- d) Project Experience - Documentation on significant similar projects, together with client references and a brief description of all other relevant projects.
- e) Project Schedule - An outline of the approach proposed to meet the requested schedule(s) and what other resources will be made available by the proponent/sub-consultants to meet set end dates, if during the design process, delays occur.
- f) Collection Methodology - An outline of the approach proposed for account recovery, communication methods, escalation process, dispute handling, and account closeout procedures.
- g) Reporting and Administration - An outline of the reporting process, remittance process, reconciliation methods, and what online or digital tools are available for tracking assigned accounts.
- h) Privacy and Security - An outline of the safeguards proposed to protect confidential and personal information.
- i) Project Schedule / Implementation Plan - An outline of the approach proposed to commence services, receive files, establish reporting, and transition into the contract.



- j) Cost Control / Fee Structure – A clear outline of the proposed commission rates, fees, and cost structure.
- k) References – A minimum of three (3) project references demonstrating experience in similar work, preferably for municipalities or other public sector organizations.

Evaluation and Selection

Selection Process

Proposals will be assessed based on information provided by the Respondent at the time of submission. The evaluation of Proposals will be conducted by an evaluation team comprised of staff members from the Township of Southgate and reserves the right to interview and facilitate presentations in order to gain additional detail outside of the proposals received.

Evaluation Criteria

Proposals will be assessed against the following criteria. The Township reserves the right to shortlist firms for further evaluation and interviews which may alter the final scoring results. Proposals will be scored based on meeting or exceeding the expectations of the established evaluation criteria.

	Evaluation Criteria	Weight Factor
1.	Qualifications and Expertise of Team	15
2.	Experience with Municipal/Public Sector Collections	20
3.	Collection Methodology and Service Approach	20
4.	Reporting, Privacy, Security and Administrative Controls	15
5.	References and Past Performance	10
6.	Costs	20
	Total	100



The Corporation reserves the right to reject any or all proposals. The Corporation also reserves the right to not proceed with the project without stating reason thereof.

Selection of a proposal(s) will be based on all of the above criteria and any other relevant information provided by the Respondent(s).

All proposals are to be submitted with the understanding that the selection of a proposal for discussion by the Evaluation Committee shall not thereby result in the formation of a contract. Nor shall it create any obligation on the Township to enter into further discussions.

The assessment of past project experience will include evaluation of the Consultant's success with previous experience of this nature, the previous experience of proposed staff for this project, the stability and reputation of the firm, particularly in the area of design/build services.

Respondents shall include in their proposal a minimum of three (3) project references demonstrating these attributes, preferably in projects of a similar magnitude and design to that specified herein.

The project will be awarded to the respondent who, in the sole judgment of the Township, provides the best overall value. The Township will not be obligated to select the lowest cost or any proposal.

The Township reserves the right to conduct references on the Respondents, the results of which may affect the award decision.

The Township reserves the right to negotiate Terms of Reference including materials used, with the awarded Respondent. These negotiations may affect price proposal.



Contractor Health and Safety Agreement

It is our objective at the Township of Southgate, to provide all persons within our workplace, the opportunity to work in a safe environment. It is the Municipality's Policy to eliminate all accidents through Health and Safety Standards. All Employees, Contractors, Subcontractors, Suppliers and any other Service Providers to our projects must co-operate and make all reasonable efforts to ensure the maximum protection and minimum inconvenience to the general public, occupants, and the environment.

The Township of Southgate believes the following ideals must be accepted and followed in order to ensure safety on our projects:

1. Any Contractor hired by Southgate must ensure that their employees have safety training and certificates equal or exceeding the requirements set forth in the current Occupational Health and Safety Act and current regulations.
2. The Contractor(s) on the project must work in conjunction with Southgate's appointed Health and Safety representatives. All Contractors must follow Health and Safety policies set forth by Southgate.
3. The Contractor must report and investigate all incidents, and near accidents to the Southgate's Public Works Manager, and Health and Safety representatives within 24 hours.
4. Health and Safety issues will always be given immediate attention by the Municipality, its representatives, contractors and subcontractors.
5. All applicable current and environmental legislation/regulation(s) are considered a minimum requirement.
6. All employees, contractors/sub-contractors, suppliers and visitors/residents must immediately report unsafe conditions, incidents, and accidents to Southgate's Project/Site Supervisor or the Township of Southgate's Occupational Health and Safety Committee.

Failure to adhere to one of the above stated requirements would jeopardize the Health and Safety of all. Through a safety conscious workforce, the quality of work and production will ensure safe and timely project completion. All accidents will be investigated to determine the causes and corrective actions to prevent recurrence. Disciplinary Action in the form of:

Step 1 – verbal warning

Step 2 – written warning

Step 3 – notification to the Ministry of Labour re: Health and Safety Violations of the Legislation/regulation(s), and unsafe work practices.

Southgate takes pride in the commitment of our employees and contractors and will take the necessary steps to ensure Health & Safety on all projects.

Note: A WSIB Certificate must be attached.

Contractor Approval: _____ **Phone Number:** _____



Required Bidder Documents Checklist – Projects

Contractor Responsibilities	Municipal Required	Contractor Submitted
Documentation: * WSIB Clearance Certificate (equivalent private) * Liability Insurance Certificates \$3,000,000 minimum * Health & Safety Policy Statement and Operating Procedures * WHMIS 2015 Training completed (Proof required by the successful bidder) * SDS Sheets for all hazardous materials to be on work site * Traffic Plan & Control Training	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
General Requirements: * Comply with all Legislation, Regulations and Codes * Enforce compliance with Municipal issues safety violations * Perform regular safety inspections of project * Employ only qualified competent workers on project * Provide competent on-site supervision * Provide copies of MOL reports, orders, charges related to project within 24 hours of receipt * Provide accident reports for critical injuries related to this project to Municipality within 24 hours and all other accidents within 3 days	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Signature: _____

Dated: _____ 2026



Required Bidder Documents Checklist Cont'd- Projects

Safety Requirements for Workers if applicable	Municipal Required	Contractor Submitted
Protective Equipment Required:		
* Safety Glasses/Goggles	<input type="checkbox"/>	<input type="checkbox"/>
* Fall Arrest/Travel Restraint	<input type="checkbox"/>	<input type="checkbox"/>
* Safety Footwear	<input type="checkbox"/>	<input type="checkbox"/>
* Hard Hat & Safety Vest	<input type="checkbox"/>	<input type="checkbox"/>
* Respirator	<input type="checkbox"/>	<input type="checkbox"/>
* Lock & Tags for Lockout/Tagout	<input type="checkbox"/>	<input type="checkbox"/>
* Hearing Protection	<input type="checkbox"/>	<input type="checkbox"/>
* Chainsaw Gloves, Visor & Chaps	<input type="checkbox"/>	<input type="checkbox"/>
* Class 2 Rubber Gloves	<input type="checkbox"/>	<input type="checkbox"/>
Required Signage and Barricades for Book 7 requirements	<input type="checkbox"/>	<input type="checkbox"/>
Other Requirements	Municipal Required	Contractor Submitted

Signature: _____

Dated: _____ 2026



Bid Form

Statement of Qualifications:

Experience–Statement of Companies expertise in this Business

Note: Attach any brochures and company profile that would support this section.

Contractor References

Company	Contact	Phone #
<hr/>	<hr/>	<hr/>

Payment Terms:

Each bid proposal shall provide a payment term based on the RFP price submitted for the project as work is completed. The contractor shall provide a schedule of commission rates, remittance timing, and any administrative fees associated with the project.



RFP Submissions Inclusions

The RFP proposal submission shall include the following documents:

1. A copy of this RFP document as provided with all signature approvals;
2. Complete the Contractor Health & Safety Agreement form;
3. Complete the Bid Checklist and Submissions Required form;
4. Provide Bid Form responses;
5. Complete bid responses using the RFP Pricing Submission form;
6. Complete the Contractor Acceptance; and
7. Provide any supporting documentation, materials, proposal explanation, drawings, concept plans, etc. will be accepted and used as part of the selection process

RFP Pricing Submission

Pricing submission to include all fees associated with the provision of collection agency services as described in this RFP document. Proponents shall clearly identify all commission rates and any additional fees or charges.

- a) Commission rates shall be expressed as a percentage of monies successfully collected and remitted to the Township.
- b) Any additional fees must be clearly described in the proposal.
- c) If no additional fees apply, state "**Nil.**"
- d) Prices submitted shall exclude HST. HST, if applicable, shall be shown separately on invoices.

Pricing Components	Proposed Rate/Fee Before Tax
Commission Rate – Provincial Offences Act Fines	%
Commission Rate – Municipal Receivables	%
Additional Fees or Charges (if any)	\$
<i>Subtotal Service Cost</i>	\$
<i>HST Taxes 13%</i>	\$
<i>Total Service Cost</i>	\$



Contractor Acceptance

I/we, the undersigned, have carefully examined and/or discussed the project site of the proposed work and, hereby agree to furnish all labour, materials, equipment and services necessary to complete the work in accordance with the attached Instructions to Bidders, General Conditions and Specifications for RFP Contract Price or Proposal as submitted:

Name of Contractor _____

Address _____

Contact Person _____

Phone Number _____

Workers' Compensation Number _____

Contractors' Insurance Company _____

Address _____

Contractor Approval Signature

Dated



Bid Form Declaration – Projects

This Bid Proposal is submitted by: _____

To: The Township of Southgate

1. I _____ OF _____

DECLARE that no person, firm or corporation other than the one whose signature or the signature of whose proper officers and the seal is or are attached below has any interest in this Proposal or in the contract proposed to be taken.

2. I **FURTHER DECLARE** that this Proposal is made without any connection knowledge, comparison of figures or arrangement with any other company, firm or person making a Bid for the same service and is in all respects fair and without collusion or fraud.

3. I **FURTHER DECLARE** that no employee of the Township or elected official is or will become interested directly or indirectly as a contracting party or otherwise in the performance of the contract or in the supplies, work or business to which it relates or in any portion of the profits thereof, or in any such supplies to be used therein or in any of the monies to be derived therefrom.

4. I **FURTHER DECLARE** that the several matters stated in the said Proposal are in all respects true.

5. I **FURTHER DECLARE** that I have carefully examined the Proposal, Instruction to Bidders, General Conditions, Proposal Specifications/Requirements proposed and hereby acknowledge the same to be part and parcel of any contract to be let for the service therein described or defined and do all the work and to provide the services of the requirement mentioned for the prices stated on the Bid Form Pricing Submission.

6. I **FURTHER DECLARE** that I have a clear understanding of all the work involved in this contract.

7. I **FURTHER DECLARE** that this offer is to continue to be open to acceptance until the formal awarding is made to the successful Bidder for the said service OR for a period of sixty (60) days after the closing date, whichever first occurs and that



the Township may, at any time, within that period, without notice, accept this Proposal whether any other Proposal has been previously accepted.

8. I **FURTHER DECLARE** that the awarding of the service based on this Proposal by the Township shall be an acceptance of this Proposal.

9. I **FURTHER DECLARE** that in the event of default or failure on our part, that the Township shall be at liberty to advertise for new Proposals, or to carry out the works in any other way they deem best, and we also agree to pay to the said Township the difference between this Tender and any greater sum which the said Township may expend or incur by reason of such default or failure or by reason of such action as aforesaid, on their part, including the cost of any advertisement for new Proposals; and to indemnify and save harmless the Township of Southgate and their officers from all loss, damage, cost charges and expenses which they may suffer or be put to by reason of any such default or failure on our part.

(COMPANY NAME)

(SIGNATURE)

(ADDRESS)

(PRINT NAME & TITLE)

(CITY OR TOWN)

(WITNESS OR SEAL)

(POSTAL CODE)

(DATED)