



## **Request for Tenders Collection Services on Closed Accounts**

July 26<sup>th</sup>, 2017  
Procurement Contact – Tiffany Morris  
[supplyandservices@sjenergy.com](mailto:supplyandservices@sjenergy.com)

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## Introduction

The Power Commission of the City of Saint John, operating under the trade name of Saint John Energy, is a utility services provider of innovative customer centered solutions serving 36,000 customers within the 323 square kilometer boundaries of the municipality of Saint John, New Brunswick, Canada.

More information on Saint John Energy and its operations can be found at [www.sjenergy.com](http://www.sjenergy.com).

Sealed tenders addressed to , 325 Simms Street, Saint John, New Brunswick, E2M 3L6 in a Company identified envelope marked: “**Tender – Collection Services**” will be received until **1 p.m. ADT on Friday, August 11<sup>th</sup>, 2017**. Fax or e-mail will not be accepted.

The lowest or any proposal will not necessarily be accepted.

## Tender Summary

Saint John Energy is interested in accepting tenders from Collection Agencies licensed to work in the Province of New Brunswick for providing collection services on final billed accounts received from Saint John Energy. Please note that collection services must be the primary business function of your company.

The service to be provided would be from **September 1, 2017 to August 31<sup>st</sup>, 2018 with an option to renew for 2 additional years.**

Saint John Energy averages approximately 600 accounts annually that require the assistance of a collection agency to secure payment. These accounts have historically had an average amount owing of approximately \$475. Accounts with less than \$100 owing are not sent for collections.

## Tender Requirements

The Agency must be able to receive in an electronic format from Saint John Energy, a monthly file of accounts subject to collections.

The Agency and Saint John Energy shall each appoint one primary contact person from their staff to deal with matters regarding customer’s accounts.

The Agency must remit on a monthly basis to Saint John Energy, a clear statement of all payments received on behalf of Saint John Energy along with the total net payment.

The Agency shall submit a quarterly status report summarizing their collection activities and performance as it relates to Saint John Energy.

The Agency shall submit their “inventory” of Saint John Energy accounts under active collection on an annual basis for comparison with the records held by Saint John Energy.

The Agency should ensure high performing and experienced collectors are assigned to the Saint John Energy portfolio.

The Agency should have collection experience in the utility industry.

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## Tender Format

**To assist us in the comparison and evaluation of submissions, we ask that you respond to this Tender with at least the information requested and in the format indicated below.**

- 1) A profile of your business detailing your experience with Collection Services with attention to personnel, location and results.
- 2) A brief outline of the methods and standards you follow in the collection of accounts.
- 3) A brief outline of other services that you may provide or that may be of interest to Saint John Energy.
- 4) Detailed costs for the provision of collection services including all fixed, variable, annual or commission charges. Must use attached bid form.

## Instructions

Questions regarding this tender may be addressed to Tiffany Morris via email at [supplyandservices@sjenergy.com](mailto:supplyandservices@sjenergy.com).

Late proposals or proposals by e-mail or facsimile will be rejected.

Saint John Energy assumes no responsibility for improperly addressed or delivered tenders.

The tender is to be submitted in a sealed company identified envelope clearly marked “**Tender – Collection Services**” by the closing date **1 p.m. ADT on Friday, August 11<sup>th</sup>, 2017** to:

**Mail:**

Saint John Energy  
P.O. Box 850  
Saint John, New Brunswick E2L 4C7  
Attention: Tiffany Morris

**Courier or Hand Delivered to:**

Saint John Energy  
325 Simms Street  
Saint John, New Brunswick E2M 3L6  
Attention: Tiffany Morris

**Fax or email will not be accepted.**



**BID SHEET FOR TENDER  
"COLLECTION SERVICES"  
TENDER DUE 1:00 P.M. ADT AUGUST 11<sup>TH</sup>, 2017**

<b>Item</b>	<b>Description</b>	<b>Fee per Month (Not including HST)</b>
<b>1</b>	<b>Collection Services (Attach Details)</b>	

THE UNDERSIGNED BIDDER HEREBY AGREES TO ACCEPT THE ORDER FOR AND TO SUPPLY WITHIN THE SPECIFICATIONS AND TERMS AND CONDITIONS OF THIS TENDER AND BY THE DELIVERY DATE SPECIFIED, THE ITEMS AWARDED TO THEM.

VENDOR (PRINT): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

NAME (PRINT): \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_