

Salvage buyers,

As part of our commitment to develop operational efficiencies and keep you informed of business developments, we are writing to let you know about upcoming changes ICBC is making that will be of interest to you and your business.

In November 2023, we consulted with salvage buyers on potential changes to how ICBC sells its salvage vehicles and works with tow operators. We are pleased to announce that on March 4, 2024, ICBC will be issuing a Negotiated Request for Proposal (NRFP) on BC Bid for a new Salvage & Vehicle Information Management (SVIM) system. The procurement will outline our requirements to provide robust solutions for the sale and processing of salvage and a modernized towing program. Link to BC Bid for those interested: [Salvage and Vehicle Information Management System Solution - Lot : 1 / Amendment : 0: BC Bid \(gov.bc.ca\)](#)

ICBC's current Salvage Information Management System (SIMS) is a legacy system that is at end of life and needs replacement. The new SVIM system will improve our ability to handle vehicles from First Notice of Loss (FNOL) through the claims life cycle.

Modernizing salvage and towing technology and processes will help mitigate rising cost pressures while making rates more affordable for our customers. It will also help salvage buyers make better informed purchase decisions and provide an efficient vehicle inventory and tracking management system for our suppliers and staff. ICBC will continue to manage day-to-day operations of the new system.

We expect to have a vendor in place later this year will be supporting you through change information sessions prior to implementation. If you have any questions, please don't hesitate to contact us at swcontact@icbc.com.

Sincerely,

Joanne Thornley
Senior Manager, Material Damage Operations

Tom Maple
Senior Manager, Claims Program & Technical

Matt Young
Senior Manager, Process & Business Systems Management