



The University of South Africa invites submissions from suitably qualified service providers to participate in an expression of interest to appoint a panel of Debt Collection Service Providers for a period of five years

Specification Document

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| Tender Ref. No: | EOI2020/03 | Date of Issue: | September 2020 |
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1. OVERVIEW

The University of South Africa would like to appoint a panel of service provider/s to provide Debt Collection Services for a period of 5 years. The appointed service provider/s would be required to assist Unisa with Debt Collection.

2. PROPRIETARY AND CONFIDENTIAL INFORMATION

All material submitted in response to this tender shall become the property of Unisa. Any confidential information provided by a supplier in response to this Tender will be held in confidence and will only be used for the evaluation of this tender.

3. DEALING WITH THE UNIVERSITY OF SOUTH AFRICA

Service providers must not contact any member of Unisa with respect to queries they may have with this tender. Service providers will given opportunity to submit questions and the response will be uploaded on the Unisa website (www.unisa.ac.za/tenders)

The service provider shall not disclose any such information or specification, whether explicit or implied, to any third party without the written consent from Unisa.

4. REGISTRATION AND ADMITTANCE TO THE EXPRESSION OF INTEREST INFORMATION SESSION

There will no compulsory information session, however questions can be submitted by 12:00 on 11 September 2020 to tenders@unisa.ac.za and answers will be published on the tender website (www.unisa.ac.za) by 12:00 on 15 September 2020.

5. PRE-QUALIFYING CRITERIA

Service providers must be at least 51% owned by any of the designated groups as defined by the BBEE codes of good practice in order to advance the designated groups. Unisa will use other means of validation to confirm the B-BBEE status. Service providers that fail to meet this criterion will be disqualified

6. MANDATORY REQUIREMENTS

The following documentation must be submitted, failure to comply and submit any one of the documents will disqualify the submission:

Mandatory requirements will include the following and must be labelled and submitted in the following order:

- Annexure A1: Completed and signed Supplier List Application Form (F25) including the PSP form and bank account details from the bank. (www.unisa.ac.za/tenders)
- Annexure A2: Resolution to sign on behalf of the tendering unit(www.unisa.ac.za/tenders)
- Annexure A3: Current and valid original SARS Clearance Certificate or E-filing SARS certificate/SARS and pin to be provided

- Annexure A4: Copy of company registration documents indicating list of shareholders / members from CIPC and shareholders certificates
- Annexure A5: Pricing template. Service provider fee rate will be capped at 8% (inclusive of VAT) and there will be no additional payment for operational costs of collections or any other related costs of services provided. The service provider fee provided should be inclusive of all costs of collection and legal services required
- Annexure A6: Minimum of three recent (not older than five years) contactable references from customers to which the tenderer has provided or is providing services that are similar to the services required. The references must include atleast a project of R 4 million and above.
- Annexure A7: Financial Statements
- a. One set (2 years comparative figures) of the most recent audited Annual Financial Statements together with a signed Independent Auditor's Report or a signed letter from the Accounting Officer for Close Corporations must be submitted unless the reporting entity is exempted in terms of the new South African Companies Act from obtaining an Independent Auditor's Report. The exempted entity must then submit a signed Independent Reviewer's report or signed compilation engagement (ISRS 4410) report from any recognised accounting professional body. **The annual financial statement submitted must be within six months of their financial year-end to qualify for evaluation.**
- A complete set of Annual Financial Statements including the following:***
- *Independent Auditor's Report (Letter from an External Accountant/Accounting Officer for Close Corporations)*
 - *Statement of Comprehensive Income (Income Statement)*
 - *Statement of Financial Position (Balance Sheet)*
 - *Statement of Cashflows*
 - *Statement of Changes in Equity*
 - *Notes to the Financial Statements*
- No draft, summarized or extracts of financial statements will be accepted.**
- b. Where the financial statements of the holding company are submitted, a signed letter be included from the holding company, on their letterhead signed by the CEO/CFO, that they would be liable if the subsidiary defaulted. This must be attached to the financials being submitted. Failure to submit such signed letter will disqualify the tender submission.
 - c. The financial statements should be submitted as a separate bound document.
- Annexure A8: Unisa General Terms and Conditions to be completed and signed (www.unisa.ac.za/tenders)
- Annexure A9: Proof of Valid Debt Collector's Certificate from Debt Council or Similar Accreditation
- Annexure A10: Company profile inclusive of the organogram to be submitted

7. OTHER REQUIREMENTS

Supplier documents and information

- Annexure B1: A valid B-BBEE certificate from a SANAS accredited verification agency. An affidavit certifying their total annual income and level of black ownership will be sufficient for EMEs and QSEs. Failure to submit the above will result in a zero score for B-BBEE.

Note: All documents submitted in support of this tender must be the documents of the tendering unit and may not pertain to different companies or units within a group. As an example, a tenderer cannot submit its own B-BBEE certificate, but the SARS certificate of its holding company.

7. TENDER SUBMISSION AND CLOSING DATE

The original and a soft copy of the tender must be submitted into the official tender box in a sealed envelope located in the Kgorong Building next to the entrance, Pretoria Muckleneuk Campus, Preller Street, Muckleneuk Ridge. Please quote the reference number **EOI2020/03** on the sealed envelope.

Closing date: 24 September 2020 @ 12:00

Tenders submitted late will not be accepted or considered.

Points will be awarded for Broad-Based Black Economic Empowerment.

The decision of the UNISA Management Committee on awarding a tender is final.

Unisa reserves the right to appoint, contract with and monitor the performance of any service provider it deems will offer the best service in line with its requirements, although it may not necessarily be the lowest Tenderer. Unisa also reserves the right, in its sole discretion, not to award a tender, to re-advertise a tender or not to award the tender to a service provider who has more than two existing contracts with Unisa.

The tender awarded will be conditional and subject to successful negotiations and signing of a written contract, failing which Unisa reserves the right to withdraw the tender and to award the tender to another Tenderer without repeating the process.

8. PRICING

The service provider must state whether the price quoted is fixed for the duration of the agreement or whether the price is subject to escalation. In the absence of an indication in this regard the price will be considered as fixed for the full period of the agreement.

- ❖ All pricing must be quoted in South African Rand (ZAR) including VAT.
- ❖ The pricing **must remain valid for 90 days** from the closing date of the tender.
- ❖ Service provider fee rate must be capped at 8% (inclusive of VAT) and there will be no additional payment for operational costs of collections.

Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his tender, and any variance will render the contract null and void.

9. PAYMENT TERMS

The payment terms of the University are 30 days after receipt of goods and services and upon receipt of the required documentation. **No upfront payments will be considered.**

10. SUB-CONTRACTING

No subcontracting will be allowed for this expression of interest.

11. JOINT ARRANGEMENTS

No joint arrangements will be allowed for this expression of interest.

12. EVALUATION CRITERIA

Stage 1 – Functional evaluation:

| DESCRIPTION | POINTS |
|--|--------|
| Phase 1: Technical evaluation (Annexure A) <ul style="list-style-type: none">Requirements will be evaluated as per Annexure A Service providers who score 75% or more will be evaluated in stage 2 | 100 |

Stage 2:

| ITEMS | POINTS | | | | |
|--|--|-------------|---|-------------|--|
| 1. Price | 75 | | | | |
| 2. 2. B-BBEE points will be awarded as follows: | 25 | | | | |
| <table border="1"><tbody><tr><td><ul style="list-style-type: none">B-BBEE Level (Certificate to be used)</td><td>(10)</td></tr><tr><td><ul style="list-style-type: none">B-BBEE initiatives: Black Ownership (8) Female Black Ownership (3) Youth Owned (2) People living with disability (2)</td><td>(15)</td></tr></tbody></table> | <ul style="list-style-type: none">B-BBEE Level (Certificate to be used) | (10) | <ul style="list-style-type: none">B-BBEE initiatives: Black Ownership (8) Female Black Ownership (3) Youth Owned (2) People living with disability (2) | (15) | |
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13. SPECIFICATION

The expression of interest/project requires service providers to have a general sound knowledge of debt collection, including the means to trace and skills to motivate debtors to make payments. Adequate practical experience in the planning and collection of debt in tertiary institutions or any other institution; capacity and capability to execute the contract.

Provide information of the following:

- Minimum of three recent (not older than five years) contactable references from customers to which the tenderer has provided or is providing services that are similar to the services required. The references must include atleast a project of R 4 million and above.
- National Footprint / Branches / Infrastructure is required while continental Footprint /Branches / Infrastructure would serve as an advantage

- Full details of the technology in place to provide Unisa with a total solution (including tracing, flow of communication to debtors and updating of debtors' accounts). Proof of system report is also required
- Business Process flow charts/definitions and System User flowcharts/definitions
- Details of the team to be assigned to the Unisa Project including dedicated official during registration process. Demonstration of the team's capacity to implement legal processes and advise on recoverability
- Details of a proposed implementation plan