

## TECHNICAL EVALUATION CRITERIA

Criteria	Total	Score
<p><b>Experience</b> The company profile must be attached to prove the company experience in debt collection services (including credit bureaux):</p> <ul style="list-style-type: none"> <li>(i) 3 – 5 years</li> <li>(ii) 6 + years</li> </ul> <p><i>Attach references relating to debt collection project.</i> Bidders must provide written references of clients serviced and their contact details (specifying name of contact person, telephone number and e-mail address).</p> <ul style="list-style-type: none"> <li>(iii) Experience in higher educational environment</li> </ul>		
<p><b>Capacity</b></p> <ul style="list-style-type: none"> <li>(i) less than 3 staff full time dedicated to Unisa</li> <li>(ii) 3 – 5 staff full time dedicated to Unisa</li> <li>(iii) 6 or more staff full time and 5 staff dedicated to Unisa</li> </ul>		
<p><b>Geographical coverage</b></p> <ul style="list-style-type: none"> <li>(i) National footprint</li> <li>(ii) Continental</li> <li>(iii) International</li> </ul>		
<p><b>Automated online debt management system</b> The bidder must provide evidence of an appropriate electronic interface to maintain the debt collection and enable online reporting and access to different features.</p> <ul style="list-style-type: none"> <li>(i) If such interface does not exist however the service provider is using the manual system for collection</li> <li>(ii) Credit control system/software: Ability of the system to send SMS's and receive feedback from clients, produce final demand, disconnection lists and other credit control actions and to integrate with Unisa's financial system.</li> </ul>		
<p><b>Flow of information</b> The bidder must supply information timeously to Unisa as students require access from Unisa systems immediately after making payments:</p>		

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<p>Service provider commitment to place an official at Unisa selected campus during registration period to enable on time resolution of queries. A staff with access to the full system detailed above with the following experience:</p> <ul style="list-style-type: none"> <li>(i) 3 years</li> <li>(ii) 4 years</li> <li>(iii) 5 years +</li> </ul>		
<p><b>Other specification</b>, meet all listed below:</p> <ul style="list-style-type: none"> <li>a) The Service Providers must be able to set up system facilities, engage/train personnel and effect the hand-over of cases and data/information. <ul style="list-style-type: none"> <li>(i) Provide details of a proposed implementation plan to effect this process. <ul style="list-style-type: none"> <li>• Indicate the number of months the bidder expects will be required to effect the setting up process; provide evidence of recent implementations to substantiate the bidder's expected timeframe for Unisa.</li> </ul> </li> <li>(ii) Submit copies of its Business Process flow charts/definitions and System User flowcharts/definitions with its bid</li> </ul> </li> </ul>		
<p>The bidder must confirm and describe its infrastructure and capacity to:</p> <ul style="list-style-type: none"> <li>• Advise of the pre-legal and legal processes =</li> <li>• Advise on process of recoverability of debt and write-offs procedures</li> </ul>		