



REQUEST FOR QUOTATION

APPOINTMENT OF A SERVICE PROVIDER FOR DEBT COLLECTION

SACNASP

SUITE L4/L5 ENTERPRISE BUILDING

INNOVATION HUB

MARK SHUTTLEWORTH STREET

PRETORIA

0087

AUGUST 2021

TABLE OF CONTENTS

1. BACKGROUND	3
2. PURPOSE.....	3
3. TERMS AND CONDITIONS OF RFQ	3
4. PROJECT SCOPE	3
5. TIMEFRAME.....	4
6. REPORTING REQUIREMENTS.....	4
7. CONFIDENTIALITY.....	4
8. SPECIAL CONDITIONS.....	5
9. REQUIREMENTS FOR RFP PROPOSALS.....	5
10. QUOTATION EVALUATION CRITERIA	6
11. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR	8
12. PROPOSAL SUBMISSION.....	9

1. BACKGROUND

The South African Council for Natural Scientific Professions (SACNASP) is the registration and regulation authority for natural science professionals in South Africa. To date, it has 25 fields of practice, represented by 53 accredited voluntary associations (VAs). The Council represents over 14 000 registered natural scientists.

2. PURPOSE

SACNASP needs to enlist the assistance of professional debt collectors to ensure that debt is collected, acknowledgement of debts commitments are signed and adhered to, and recourse is taken against registered scientists failing to pay their registration fees timeously.

Currently, SACNASP has a debt of R14 602 406.12 as at 31 July 2021. The breakdown of R14 602 406.12 is as follows in terms of ageing:

Debt Ageing	Count	Total Due (R)
120 + Days	8367	14 578 991.12
Grand Total	8377	14 602 406.12

3. TERMS AND CONDITIONS OF RFQ

The following SACNASP's standard conditions shall apply:

- Late and incomplete submissions shall not be accepted.
- Any bidder who has reasons to believe that the RFQ specification is based on a specific brand must inform SACNASP before the closing date.
- Failure to submit a mandatory requirement shall result in the disqualification.

4. PROJECT SCOPE

- Data cleansing
- Track, trace and locate long outstanding debtors

- iii. Set up repayment plans and facilitate the signing of acknowledgement of debt when necessary
- iv. Give legal advice where necessary
- v. Plan course of action to recover debt
- vi. Capture and log queries/complaints in a CRM (Customer Relationship Management) system which should be made available to SACNASP at agreed time frames
- vii. Identify gaps in the system and recommend solutions
- viii. Updated contact details (cell number and email address etc.) on database of the debtors, this information should be provided to SACNASP on regular intervals as agreed upon
- ix. The service provider should have a functional Management Information & Customer Relations Reporting system
- x. The CRM system must be able to generate reports based on data generated during its operation including, but not limited to:
 - a. Provide monthly detailed collection activities
 - b. Debtor profiles including ID number, name of the debtor, telephone
 - c. Summary report for call selection and daily stats
 - d. Telephony Operations Report

5. TIMEFRAME

The period of appointment of the service provider is initially for a period of 12 months which may be renewed and extended by SACNASP, for further periods, should the services prove to be of an acceptable standard, subject to a performance review.

6. REPORTING REQUIREMENTS

The service provider will report to the SACNASP Finance Department.

7. CONFIDENTIALITY AND PROTECTION OF PERSONAL INFORMATION

All information relating to the submissions, through the process or otherwise shall be treated in strict confidentiality.

The service provider acknowledges its legal obligations with the substantive provisions of the Protection of Personal Information Act, 2013 (POPIA) including without limitation the processing, storing and sharing of any personal information that it receives from SACNASP in terms of the RFP process and shall ensure that it fully complies with its legal obligations in terms of POPIA.

8. SPECIAL CONDITIONS

- i. The Service Provider may not cede, assign or subcontract any part thereof to any person or organisation unless with written consent of SACNASP or as may be required by the applicable laws.
- ii. Fees shall be charged in accordance with the Service Level Agreement and milestones mentioned therein.

9. REQUIREMENTS FOR RFP PROPOSALS

Proposals should be accompanied by the following documents:

- i. Proof of registration on the Centralised Supplier Database held by National Treasury.
- ii. An original SARS tax clearance certificate.
- iii. An original or certified copy of the B-BBEE Certificate or an original affidavit signed by a Commissioner of Oaths with regards to the B-BBEE status.
- iv. SBD 4 – Declaration of interest.
- v. SBD 6.1 – Preference points claim form in terms of the Preferential Procurement Regulation 2017.
- vi. SBD 8 – Declaration of bidder’s past supply chain management practices.
- vii. SBD 9 – Certificate of independent bid determination.

Failure to submit the required documentation above will lead to disqualification.

10. QUOTATION EVALUATION CRITERIA

Each evaluation criteria will be scored as per the scoring range below and service providers must score a minimum of 70% or more to proceed to the next stage of evaluation. The following scoring system will be utilised for this evaluation:

Scoring range	0	1	2	3	4
Definition	No information	Poor	Average	Meets requirements	Exceeds requirements

Total Evaluation Score = (score x weighting x no. of evaluators) / (maximum score x 100 x no. of evaluators)

Functionality Assessment	Weight %
<p><u>CRITERION 1: BIDDER'S EXPERIENCE</u></p> <p>Reference letters from previous and current clients on the client's letterhead, and the letter should contain the name of department/organization; description of the contract; and contact person, contact details and email address.</p> <ul style="list-style-type: none"> i. Four (04) reference letters in implementing debt collection systems = 4 points ii. Three (03) reference letters in implementing debt collection systems = 3 points iii. Two (02) reference letters in implementing debt collection systems = 2 points iv. One (01) reference letter in implementing debt collection systems = 1 point <p>No reference letters in implementing debt collection systems = 0 points</p>	15%
<p><u>CRITERION 2: REPORTING</u></p>	10%

Functionality Assessment	Weight %
<p>The system must be able to generate reports based on data generated during its operation including, but not limited to: Provide monthly detailed collection activities; Debtor profiles including ID number, name of the debtor, telephone; Summary report for call selection and daily stats and Telephony Operations Report</p> <ul style="list-style-type: none"> i. No sample reports provided = 0 ii. Sample reports provided = 4 <p>CRM systems are in place which can maintain the debtor's profile, logs queries and complaints and support standard collections report generation. The CRM system must include functionality such as call detail forms and performance data capture</p> <ul style="list-style-type: none"> i. No CRM system in place, or a CRM system that does not meet the functional requirements = 0 ii. CRM system in place and meets the functional requirements = 4 	10%
<p><u>CRITERION 3: QUALIFICATIONS AND SKILLS OF KEY PERSONNEL</u></p> <p>Availability and experience/qualifications of existing and/or temporary staff to successfully execute this contract (include CVs)</p> <ul style="list-style-type: none"> i. Full details of staff capacity and experience submitted = 4 ii. No proof submitted = 0 	20%
<p><u>CRITERION 4: TECHNOLOGY</u></p> <p>Effective technology, management information systems, infrastructure and available resources to capacitate and execute requirements (debt collection system or software)</p> <ul style="list-style-type: none"> i. No details of system submitted = 0 ii. Details of acceptable systems submitted = 4 	20%
<p><u>CRITERION 5: PROPOSED PROJECT PLAN AND METHODOLOGY</u></p>	25%

Functionality Assessment	Weight %
<p>A quality and in-depth proposal with details of the project and the implementation, showing an understanding of the requirements. The proposal must also address the following areas:</p> <ul style="list-style-type: none"> i. Demonstrate the ability to deliver a reliable platform for Outbound Contact Centre operations. ii. Capable of providing a solution that is readily configurable, with minimal, if any, development required. iii. Ability to have a quick turn-around time and implementation from date of award to the date of calling debtors and possess a thorough knowledge of debt recovery operational best practices. iv. Ability to scale up timeously to meet the demands of outbound inquiries based on the number of leads received and according to program stage. <p style="margin-left: 40px;">a. Proposal does not meet requirements = 0</p> <p style="margin-left: 40px;">b. Proposal meets requirements = 4</p>	
Total	100%

Service providers must score a minimum of 70% or more in order to proceed to the next stage of evaluation.

11. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

The second stage will evaluate the price and preference points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20-point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate as follows:

B-BBEE Status level of Contributor	Number of points (80/20 system)
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

12. PROPOSAL SUBMISSION

Service providers should email proposals to the address below by Tuesday, 31 August 2021 at 11am.

All documents should be forwarded via email to:

Name : Ms Lindi Sibanyoni

Email : lindi@sacnasp.org.za

Kindly contact Mrs Joey Fourie for any enquiries

Tel : 012 748 6522

Email : joey@sacnasp.org.za

The selection of the qualifying quotations will be at the SACNASP's sole discretion. SACNASP does not bind itself to accept any particular bid and reserves the right not to appoint the bidder.

All quotes must be sent in one email multiple emails will be disqualified