



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



westcol
Western College for Technical, Vocational Education and Training

**PURCHASING CONSORTIUM SOUTHERN AFRICA (PURCO SA) IN
COLLABORATION WITH WESTERN TVET COLLEGE (WESTCOL)
REQUEST POTENTIAL BIDDERS FOR PROPOSALS (RFP) FOR THE
DEBT COLLECTION SERVICES FOR THIRTY-SIX (36) MONTHS**

TENDER NO: PU8410/008

Prospective Suppliers who are interested in participating in the aforementioned tender are invited to submit a proposal in full compliance to the requirement of this tender document. Completed documents with all attachments must be signed and submitted on the **PURCO SA Website**.

The closing time and date for receipt for online tender **PU8410/008** is at 23h59 on Tuesday, 10 October 2023.

Tender number	PU8410/008
Date issued	17 September 2023
Tender closing date	Date: 10 October 2023 Time: 23:59 Hrs (Mid-Night) Venue: Online
Information Session	No Information Session

- **Completed documents with all attachments must be signed and submitted on the PURCO SA Website**

Appendix Number	Description of Appendix	Requirement
Appendix A	RFP Document	Each page of the RFP document to be initialled by a delegated representative
Appendix A1	Proof of Payment	Attach Payfast proof of payment and include the company tendering for, if purchased by a different company
Appendix B	Technical specifications and pricing	Attach your pricing schedule as per specifications
Appendix C	Proof of Bank Account	Provide Confirmation letter from Bank not older than 3 months
Appendix D	Company registration documents	Provide Company registration documents
Appendix E	ID Copies of directors and Shareholders	Certified ID copies not older than six (6) months
Appendix F	Tax Pin	An original valid Tax Pin
Appendix G	Audited Annual Financial Statements / Annual Financial Statements	Provide fully signed Audited Annual Financial Statements or Annual Financial Statements for the last 2 Years
Appendix H	B-BBEE certification	Provide a valid B-BBEE certificate from a SANAS accredited agency or Auditor registered with the IRBA or Affidavit
Appendix I	Declaration of Interest	Complete Point 9 of this tender document
Appendix J	Registration On Central Supplier Data Base (CSD)	Provide a copy of the full and summary reports of registration on National Treasury Central Supplier Database
Appendix K	Registration with the Council of Debt Collectors	Provide a copy of the Council of Debt Collectors registration

FUNCTIONALITY CRITERIA		POINTS ALLOCATED
Experience, Skills and Ability of Service Provider to fulfil Westcol's requirements, past experience in work of similar nature. The service provider must have knowledge of the Public sector environment and at least 5 years' experience of providing Debt Collection Service. Provide verifiable written references: <ul style="list-style-type: none"> 10 years or more experience = 15 points 6 – 9 years' experience = 10 points 5 years' experience = 05 points 3 written verifiable references = 15 points 2 written verifiable references = 10 points 1 written verifiable reference = 05 points 		30
Project Execution Plan (PEP) (Methodology and approach/ Work plan) The bidder will be required to provide a detailed description of a recovery model to achieve the objectives of the debtors' function - detailed deployment programme/plan.	= 30 points	30
Capacity to deliver quality service in time and good understanding of project management: The service provider should indicate whether it has capacity to meet the requirements contained in the Terms of Reference: Key accounts manager Human resources (Staff complement) <ul style="list-style-type: none"> 50 and above personnel = 15 points 21 – 50 personnel = 10 points 10 – 20 personnel = 05 points Financial resources (Audited financial statements)	= 10 points = 15 points = 05 points	30
Locality: Local Infrastructure in Gauteng Proof of local infrastructure essential (e.g. Utility bill or Lease Agreement etc.) Proof of Gauteng Infrastructure provided Proof of Gauteng Infrastructure not provided	= 10 Points = 05 Points	10
Total points		100

BACKGROUND OF THE WESTCOL

Westcol TVET College is a public TVET college situated in the West Rand providing training in the further-education and vocational sector.

Western TVET College (WESTCOL) is a schedule 3A Public Entity established in terms of the provisions of the CET Act 16 of 2006 (as amended), Its mandate is the provision of further education & training to all persons within the borders of South Africa

The customer base of WESTCOL comprises not only the South African public, but all foreigners within the borders of the country. WESTCOL has campuses in Krugersdorp, Krugersdorp West, Randfontein, Westonaria and Carletonville and Corporate Office (Randfontein, six sites)

Western College for Further Education and Training (WESTCOL) is established in terms of the Continued Education and Training Colleges Act 16 of 2006 (as amended). WESTCOL in line with our legislative mandate and its objectives in the strategic plan are expected to adhere to the effective recovery of debt.

The College's current student population is approximately 6800 FTE's which equates to approximately 14 000 students.

OBJECTIVES OF THE SERVICE PROVIDER (DEBT COLLECTION PROVIDER)

The objective of this request for proposals is to appoint a suitable independent Debt Collection Service provider that can maintain and support an appropriate collection function for the Western TVET College.

SCOPE OF WORK

The scope of debt collecting includes amongst other functions, the under-mentioned. Should any other function be regarded as imperative by the provider the function shall be offered and clearly defined.

- To provide a Debt Collection and Management Services in accordance with Westcol's Debt Collection Policy/Financial policy.
- Debt collection services to Westcol on a wide collection range specifically on monies owed to Westcol in respect of outstanding tuition fees.
- Provide Westcol with progress reports on a monthly basis.
- The Service Provider will be expected to pay over recovered money to Westcol on a monthly basis.
- Debt to be collected emanates (outstanding) from two years and prior.
- The current outstanding debt is projected at R10 million.
- The Service Provider and Westcol will conclude a Service Level Agreement ("SLA") based on mutually agreed performance measures. The Contractor's performance in terms of the SLA will be reviewed annually.

The Service Provider must work on a "no collection no fee" basis.

QUALITY ASSURANCE REVIEWS OF THE WORK

The Debt collecting Agency shall ensure that all work conforms to the Debt Collectors Act, 1998 (Act No. 114 of 1998)

The successful bidder's progress and performance with the provision of debt collection services to Westcol will be monitored on a quarterly basis by Westcol.

KEY REQUIREMENTS

The debt collection agency must comply with the following minimum requirements:

- must work on a “no collection no fee” basis.
- must have experience in the Higher Education Sector.
- charge fees according to the Debt Collectors Act, 1998 (Act No. 114 of 1998).
- not be an employee or college council member of Westcol (or relative)

DURATION OF CONTRACT

The duration of the contract is anticipated to run for a period of thirty-six (36) months (3 years) commencing on the date of signing the Service Level Agreement.

The successful bidder should be able to sign an agreement.

TECHNICAL PROPOSAL AND CRITERIA

Bidders need to demonstrate that they are capable of fulfilling the below technical functional criteria. The bidder that obtains the highest score in respect of technical functional criteria will be awarded the contract:

The proposal should focus on the following aspects to qualify and to be considered:

- The firm or partnership must be registered members with the Council for Debt Collectors;
- Demonstration of the firm's substantial debt collection experience, including the experience and qualifications the team to be assigned to Westcol;
- Specialised skills, expertise and value added services in the field of debt collecting, with emphasis on best practice methodology, tools and technology used;
- A minimum of 5 years' experience in debt collection for Higher Education institutions, and more specifically within the TVET College environment;
- External references. A minimum of 3 contactable references within the education sector not exceeding the past 5 years

Please ensure adequate documentation is attached to evaluate the entity on the above criteria.

FINANCIAL PROPOSAL

The bidder must submit a comprehensive and detailed recovery model.

Westcol reserves the right to negotiate the selection/prioritisation of deliverables in line with the contract.

No re-imbursement of cost will be considered.

TENDER PRICE:

Pricing schedule – The detailed pricing schedules must accompany your bid documents

The Bidder will be required pricing to deliver the outputs indicated in the terms of reference.

The recovery or collection model must be clearly stipulated and be comprehensive in the proposal. Any increase per annum should also be indicated.

Total bid price per Campus:	
YEAR	A Percentage (%) per collection
Year 1	
Year2	
Year 3	
TOTAL	

Note: Official company quotation must accompany this submission confirming above fees.

NOTE:

All fees must be VAT inclusive and must be quoted in South African Rand (ZAR).

All fees quoted should be fixed the contract period (3 year period-36 months) and any increments must be indicated clearly per annum.