

2. BACKGROUND AND INTRODUCTION

The University of Venda (hereto referred as "Univen") is hereby inviting service providers with the capability to provide Debt Collection Services for the University of Venda for a period of three (3) years. The University is looking to appoint a panel of three (3) service providers.

3. SCOPE OF WORK AND DELIVERABLES

Univen has included specification (Appendix B and B1) to assist suppliers in pricing. Refer to Appendix B and B1 for instructions.

The key requirements are categorised under the following headings:

- Business Requirements
- Technical Requirements; and
- Service Delivery Requirements

3.1 OPERATING CONTEXT

The statements below indicate how the relationship between the PURCO SA members and service provider will be managed.

- 3.1.1 The payment structure for this project is strictly on commission basis.
- 3.1.2 The service provider must provide the members with an Account Manager.
- 3.1.3 The service provider must ensure the key Account Manager is vetted.
- 3.1.4 The service provider must be in a position to attend regular operational meetings and quarterly financial review meetings.
- 3.1.5 The actions of the service provider and collection agents employed by the service provider will be governed by the members Policies and Procedures.
- 3.1.6 The service provider and collection agents will be required to adhere to the members Code of Conduct.
- 3.1.7 The service provider and collection agents will at no stage be allowed to comment on or make statements regarding the members, to the media or any other third party.
- 3.1.8 The service provider is required to protect the image and assets of the members and will as such be required to exercise due care and due diligence when delivering against the mandate as prescribed by the members.
- 3.1.9 The service provider will be held responsible and liable for the actions of its employees, independent contractors and any third-party related to the base services in the Service Level Agreement.

3.1.10 The service provider will not be allowed to sub-contract/outsource the debt collection services.

3.1.12 All information submitted to the member by the service provider must be sent electronically. The service provider is therefore required to have the necessary infrastructure in place to facilitate the sending of this information.

3.1.13 The member will conduct regular reviews and audits into the operations of the service provider and its employees in order to confirm adherence to the members policies and procedures.

3.1.14 The members may request further audit the employment relationship between the service provider and its debt collection agents in order to ensure fair treatment, payment and adherence to the Basic Conditions of Employment Act and Labour Relations Act.

3.2 FUNCTIONS OF THE SERVICE PROVIDER AND COLLECTION AGENTS

3.2.1 Service providers must be affiliated/ registered with the Debt Collectors Association of South Africa and/or the Law Society of South Africa.

3.2.2 Collection agents will be required to advise, inform and educate defaulters on certain aspects of the governing legislation around the payment of the members.

3.2.3 Collection agents will be required to advise, inform and educate defaulters on available payment mechanisms, timeframes for payment, query mechanisms.

3.3 SUBMISSIONS AND REPORTING

The service provider is obliged, in terms of the agreement with the member and the standards of operation, to the following:

3.3.1 The frequency of reporting and submissions to the member will be dependent on the type of information being transferred. The member may require the daily transfer of information in certain instances.

3.3.2 All file transfers to and from the member must be facilitated electronically. The minimum requirement in this regard is the usage of a point-to-point protocol (e.g. ftp). The member is however open to the evaluation and implementation of any secure, reliable and robust technologies that may be utilized by service providers to facilitate the electronic exchange of information.

3.4 MINIMUM TECHNICAL REQUIREMENTS

3.4.1 Respondents will be required to acknowledge that they have read and understood the minimum technical requirements section.