

**GATEKEEPERS (MANDATORY REQUIREMENTS)**

<b>Criteria</b>	<b>Evidence</b>	<b>Measurements</b>	<b>Selection</b>
Proof of validity and registration as debt collectors	Certificate	Valid registration with Council for Debt Collectors (CFDC). The Certificate of Practice must not be expired. It must be valid on date of tender close.	Requirement Met
Legal Department for Litigation	Registered to the law society.	Proof of the existence of a registered Legal Department that can handle litigation, which is a part of the Tendering Company's Organisational plan, or structure.  Evidence will be the 1. Admission Certificate as an Attorney 2. Proof that you are registered as a Practicing Attorney/Entity 3. Membership to the relevant Law Society.	Requirement Met
Debt Collectors/Attorneys will have to provide proof that they are allowed by law to do debt collection	Letter / Certificate	1. Membership to Council for Debt Collectors or LSSA Code of conduct 2. Valid Fidelity Fund Certificate	Requirement Met
Debt Collectors/Attorneys to provide proof of an integrated & secure debt collection system/software	Name (s) of software used	Valid Registration/ licence	Requirement Met
Debt Collectors/Attorneys to provide proof of capability to adverse listing on the Credit Bureau(s)	Registration/affiliation to Credit Bureau(s)	Proof of Registration/affiliation to Credit Bureau(s)	Requirement Met
Debt Collectors/Attorney to provide proof of capability to Trace customers	Registration/affiliation	Proof of Registration/affiliation to a tracing service	Requirement Met

FUNCTIONALITY					MARKING METHODOLOGY					RULE OF MEASUREMENT
Criteria	Requirement	Evidence Requirements	Outcome	Score						
Ability for Adverse Listing	The Debt Collector Agency must be able to adverse list/delist customers on National Credit Bureaus & provide feedback reports	Minimum 2 Listing Tools is required, eg Trans Union, CompuScan, etc  Copy of software license or contract for use of the software or print screen from the software showing the license information.	Requirement Met	15	0	7.5	15			If 0 systems 0 score, if 1 system 7.5 score, if 2 systems 15 score (Proof to be in the form of contract / registration / ownership)
Systems/Software for Tracing	The Debt Collector Agency must provide Proof of tracing capabilities/software tools available for data cleansing &/or data mining.	Minimum 2 Tracing systems are required, eg Traceps, CPB, Columbus, WinDeeds, etc.  Copy of software licence or contract for use of the software or print screen from the software showing the license information.	Requirement Met	15		0	7.5	15		If 0 systems 0 score, if 1 system 7.5 score, if 2 systems 15 score (Proof to be in the form of contract / registration / ownership)

FUNCTIONALITY					MARKING METHODOLOGY					RULE OF MEASUREMENT
Criteria	Requirement	Evidence Requirements	Outcome	Score						
Debt Collection Reporting systems	The Debt Collector Agency must be able to do the following: 1. Risk Assessment / Risk Profiling Tools i.e. perform "debt collection scoring" and debt	1. Feasibility/Affordability Analysis Report 2. Monthly Status report at account level	Requirement Met	10	0	10				If no report 0, if report provided 10
Call Centre Setup	Customers to be contacted for the settlement of the debt. Customers to pay directly into a designated Eskom's bank account and not into the Agency's bank account	Evidence will be the organogram showing the call centre structure (managers, supervisors, agents as a minimum) and job profiles within the structures of the Tendering Company. It is critical to also include the number of available debt collection agents in order to meet the evidence requirements	Requirement Met	20	0	5	10	15	20	Proof of Call Centre provided, 5 for less than 5 agents, 10 for between 5 and 10 agents, 15 for between 11 and 15 agents and 20 for more than 15 agents

FUNCTIONALITY					MARKING METHODOLOGY					RULE OF MEASUREMENT
Criteria	Requirement	Evidence Requirements	Outcome	Score						
Proven track record in the collection industry	References of Companies rendering services to	Proof/Confirmation from the companies, debt collection services are rendered to by the Debt tenderer.  Evidence will be email or reference letter from a previous contracts. Minimum of 1 required.	Requirement Met	5	0	5				Proof in the form of a letter from the Company providing a service to, then 5, if no letter, 0
Experience in the Debt Collection/ Credit Control environment	Company profile	Number of years operating in a Debt Collection business demonstrated through a company profile document or suitable evidence	Requirement Met	10	0	5	10			more than 5 years= 10 between 1 and 5 years= 5 less than 1 year = 0
			<b>Pass Mark</b>	60						
			<b>Result</b>	Passed						
			<b>Maximum Score</b>	75						

**\*\*\* NOTE: A site visit will be conducted with the Suppliers that have met the Gatekeepers and passed the Technical Evaluation. The results of the site visit will determine whether the supplier Technically compliant\*\*\***

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