

TECHNICAL EVALUATION CRITERIA - DEBT COLLECTION	
1	Debt Collection Strategy
2	Debt Collection Process
3	Debt Collection Results
4	Debt Collection Costs
5	Debt Collection Risks
6	Debt Collection Compliance
7	Debt Collection Reporting
8	Debt Collection Monitoring
9	Debt Collection Improvement
10	Debt Collection Innovation
11	Debt Collection Sustainability
12	Debt Collection Transparency
13	Debt Collection Accountability
14	Debt Collection Integrity
15	Debt Collection Honesty
16	Debt Collection Fairness
17	Debt Collection Justice
18	Debt Collection Equity
19	Debt Collection Equality
20	Debt Collection Freedom
21	Debt Collection Security
22	Debt Collection Privacy
23	Debt Collection Confidentiality
24	Debt Collection Reliability
25	Debt Collection Accuracy
26	Debt Collection Precision
27	Debt Collection Consistency
28	Debt Collection Validity
29	Debt Collection Soundness
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No	Description	Points	Requirement	Evidence	Measurement
	Debt Collection Management	All Mandatory	Step 1 (A): Gatekeepers (Mandatory Requirements)		
			Tenderers must submit the following documents in order to be eligible for evaluation - Only tenderers that are successful in Phase 1A will proceed to Phase 1B.		
			1. Proof of validity as a Debt Collector with affiliation to ADRA (Association of	Certificate	Valid Registration to ADRA
			2. In house Legal department, for litigation	Structure to form part of the organogram	Approved Organogram
			3. Debt Collectors/Attorneys produce a valid Fidelity Fund Certificate ("FFC").	Certificate	Valid Registration
			4. Debt Collectors/Attorneys to provide proof of an integrated & secure debt collection system/software	Name (s) of software used	Valid Registration/licence
			5. Debt Collectors/Attorneys in-house capability to adversely list customers on Credit Bureau(s)	Registration/affiliation to Credit Bureau(s)	Registration/affiliation to Credit Bureau(s)
			6. Proof of tracing capabilities/software tools available for data cleansing &/or data mining	Access to Deeds office, Access to CPB , Access to Home affairs and other tracing tools .	Valid Registration/licence
7. Proven track record in the utility collection industry	Referral Letters (minimum 3yrs)	References to who services were rendered			
Tenderers who do not meet any of Eskom's mandatory requirements (as listed above) will result in tender not being evaluated further.					
Step 1 (B): Functionality					
1	Criteria	Points	Requirement	Evidence	Measurement
Technical (Design, Drawings, Samples, Specification, Measurements, etc.)	25	1. Contact Centre for inbound & outbound calls to debtors and a mailing facility	Proof of the existence of a Call Centre, to form part of the Organisational plan, or structure	Number of service agents; Customer relationship management (Minimum 10 Agents); photo of in-house mail-room	
	15	2. Debt Collection compliance system(s) for audit purposes, query management and activity based billing	Name(s) of systems/software used e.g. voice analytics, "Dialler" or voice recordings	Licence/ contract / ownership and sample of activity based report for billing	
	15	3. Risk Assessment / Risk Profiling Tools i.e. perform "debt collection scoring" and debt recovery modelling / affordability analysis to ensure priority on recoverable debt first	Types of Tools or Modelling used	Sample of Assessments Performed	
	20	4. Debt collection process flow diagram depicting the various activities/processes within the collection enviroment with time frames per activity	Valid flow diagram	Valid flow diagram	
	15	5. Debt Collection Performance Reports as listed in the scope	Example of monthly and weekly reports produced for clients, performance indicators	Example of monthly and weekly reports produced for clients, performance indicators	
	10	6. Past and present measures of success in the collection environment	Calculation % based on total recoveries on total handover book	Performance Indicators	
Total		100			
Overall minimum threshold for qualification		90			
Only the first 5 highest scorers will be considered for further evaluation					