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The information given below is an extract of the scope of work. **To access/open the full set of tender documentation, you must be registered on CSD.**

If you have a MAAA CSD registration number and receiving email notifications from PetroSA Procurement you are already registered, please login as indicated below:

Username: MAAA...

User Code: MAAA...

Password: newuser

Contact the call center on **012 663 8815** or email: **support@intenda.net** if you are having problems with your login.

If **you do not have a MAAA** CSD registration number, please click on “**Not Registered Yet**” and register. Click on the link below to download a “how to” guide to assist you.
<http://www.procurement.petrosa.com/Downloads/Documents/SupplierSelfRegistration.pdf>

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CREDIT BUREAU SERVICES

SCOPE OF SERVICES

1. INTRODUCTION

PetroSA's Financial Accounting Department is responsible for ensuring that credit reports are sourced from a credit bureau in support to making a decision as to the amount of credit that can be assigned to a customer when the customer wishes to open an account with PetroSA. The granting of credit facilities to customers' needs an independent verification of the customer's company and financial data so as to enable PetroSA to make informed decisions when accepting new customers and also to update PetroSA on an ongoing basis as to the financial stability of its customers.

The Debtors Department provides credit evaluations as part of its services to PetroSA and to PetroSA's Trading, Supply and Logistics Department in particular.

Based on the complexity in obtaining company and financial information on foreign companies, their counterparts and/or foreign governmental institutions, companies such as PetroSA, engage a credit bureau to perform these functions on an ad-hoc basis.

PetroSA now therefore requires of a Service Provider to provide the following services

Tenderers can tender for only one or both components (Scope 1 and/or Scope 2 – which must be clearly marked on all correspondence in its Tender Documents and Proposal

Scope 1: (Compulsory)

Credit reports and information on its customers which is updated on a regular basis to meet its credit evaluations of its customer base, both nationally and internationally; and

Scope 2: (Optional)

Ad hoc debt collection services on outstanding amounts and/or overdue debt to the value of R200,000.00. Service Providers to provide proposals reflecting their unique / innovative service offerings, i.e. no-success, no-fee debt collection; collection costs collected from debtor; pro bono.

2. SCOPE OF SERVICES

Scope 1: (Compulsory)

PetroSA requires the service of a Service Provider to assist it on the following:

2.1 Online Facility

PetroSA does about 10 – 50 online checks per annum. This may increase as the sales business grows.

PetroSA shall have unlimited access to the Service Provider's Corporate Database, which should preferably include the following and must be available immediately:

- Name of the company, registration number and date of registration
- At-a-glance summary of main highlights of the report
- Business details such as trading name, previous name, financial year end and industry details
- Company Addresses and auditors
- Active principals' names, including ID verifications, scores, judgements, as well as current and previous business interests, property and bonds
- Non-active principals' names, including ID numbers, appointment dates, designations, interest and share size, as well as addresses
- Company structure of holding and subsidiary companies (can be organograms)
- Bank details, including enquiry terms
- Banking history, including previous enquiries
- Judgement file (full five-year court record history updated daily from all courts)
- Company (customer) report file (latest detailed credit report)

- Credit Score (risk rating on companies, attached to KI reports not older than 18 months)
- Registrar's file (entire file of statutory information updated quarterly)
- Director's scan (uniquely links principals other business interests via Registrar's & K.I. files)
- Subsidiary scan (unique detailing of group structure)

2.2 Reports

The report that the Service Provider will provide to PetroSA on a customer should include, but not be limited to the following:

- Customer's company report (including the latest financial statements);
- Customer's bank code;
- Company registration information regarding customer, customer's subsidiaries, customer's associates, customer's holding company and director's interests;
- Customer's payment history;
- Customer's judgement file;
- Deeds office report detailing immovable assets and associated securities belonging to the customer;
- Customer's credit score – recommended credit offering;
- Annual credit rating reports per customer – Feb/March.

2.2.1 Exception Report:

The Service Provider shall provide a report on an ad hoc basis if any changes occurs on the status of the client. The monthly reports shall include information such as the following:

- The exposure factor
- The risk factor
- The risk categorization rating illustrated graphically
- Each chart and the individual customers in the high risk areas are fully discussed in the report and recommendations are made in order to address any matters of concern

Scope 2: (Optional)

The Service Provider shall provide ad hoc debt collection services on minor outstanding amounts to the value of R200,000.00. The Service Provider shall provide PetroSA with a monthly report reflecting the status of the ad hoc debt collection services.

3. DELIVERABLES

3.1 Scope 1: (Compulsory)

The Service Provider shall make provision for a turnaround time from the time the request is raised by PetroSA as follows:

Maximum of 7 days where information is not obtainable directly online.

Type of Report	Turn Around Time
Customer Report	Immediate
Status changed / Exception Report	Immediate

3.2 Scope 2: (Optional)

The Service Provider shall provide a monthly report reflecting a list of the debt collection services and the status of the ad hoc debt collection services. The report should reflect the status of each matter and reflecting the manner (*unique / innovative service offerings*) in the report.

4. CHANGES TO THE SCOPE OF SERVICES

The scope of the Services shall be subject to changes by additions, deletions or revisions thereto by PetroSA. The Service Provider shall be advised of any such changes by written notification from PetroSA describing the change. The Service Provider shall promptly perform and strictly comply with each such change when so instructed by PetroSA. Any extra services resulting from such changes will be charged at the Service Provider's normal or agreed rates.

5. ENQUIRES

Any enquiries regarding this tender should be addressed to **Caroline Widmer** in the Tender Office at telephone no. **(021) 929-3006**, or e-mail address caroline.widmer@petrosa.co.za.