TECHNICAL EVALUATION CRITERIA - DEBT COLLECTION

No	Description	Points	Requirement	Evidence	Measurement
1	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 debt recovery agents) and to Council for Debt Collectors, or, LSSA Code of conduct	Certificates	Valid Registration to ADRA and CFDC or, LSSA Code of conduct
			2. Proof of In house Legal department, for litigation	Structure to form part of the organogram and proof of appointed legal professional	Approved Organogram and proof of appointed legal professional
			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 as per proof of licence	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 payment hosting credit bureaus .	Letter from the bureau or an affiliation certificate
			7. Proven track record in the utility collection industry	Referral Letter	3 referral letters .
	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				
	Criteria	**Points**	**Requirement**	**Evidence**	**Measurement**
		20	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. 5 agents = 10 points, 8 agents 15 points, 10+ agents = 20 points

	15	2. Debt Collectors to provide proof of an integrated debt collection system/software	Name(s) of systems/softaware used	Proof to be in the form of contract / registration / ownership
	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
Technical (Design, Drawings, Samples, Specification, Measurements, etc.)	15	4. In-house law firm/Legal department used for litigation	Name(s) of law firm	Law firm registration docs and refence letter confirming working relationship
	15	5. Tracing tools and systems. Minimum of 2 systems to be used	Subscription to online tracing agencies	Listing of online resources subscribed to
	10	6. Debt Collection Performance Reports as listed in the scope	Example of monthly and weelky reports produced for clients, perfomance indicators	Example of monthly and weelky reports produced for clients, perfomance indicators
	10	7. Proven track record in the collection industry.	Record and references to previous contracts	References of Companies rendering services to: 1 year = 2 points, 2 years = 5 points, 3+ years = 10 points
Total	**100**			
Overall minimum threshold for qualification	80			

Tenderers who do not meet the overall minimum threshold for qualification will result in the tenderer not being evaluated further.

Compiled by:	Mpho Mosiatlhaga	Approved by: Martina Mamabolo
Signature:		Signature:
Date:	19.05.206	Date: 19.05.2026