

- f) The Service Provider must notify the CCT of all existing and future Collectors.
- g) The Service Provider must ensure that its Collectors are able to provide an uninterrupted service at all times.
- h) The Service Provider must only allow one tier of Collectors between the Service Provider and the end-merchant servicing the customer.
- i) The Service Provider must ensure that the staff of Collectors comply with a code of conduct when dealing with CCT's customers, by acting in the best interest of the CCT at all times and ensure that the image of the CCT is positively reflected.
- j) The Service Provider must ensure that all Collectors sign a contract with the Service Provider that aligns to the tender contract and CCT's conditions.
- k) The Service Provider must provide the CCT with a successful test Payment Transaction File within sixty (60) calendar days of the date of the award of the tender.
- l) The successful tenderers will be required to adhere to relevant legislation and the CCT policies, procedures and by-laws.
- m) The Service Provider shall accept the following modes of payment: Cash (money), Debit card, Credit card or any other legal tender.
- n) The Service Provider shall be required to submit to the CCT reports on services rendered to the CCT, on request such as reconciliation reports. Reports to be provided to the city in a format and method to be prescribed by the City at no cost to the City. Below is examples of reports that will be required, but the City reserves the right to request any ad-hoc and/or regular reports that might be required.
  - In addition to the general reconciliation reports;

**To Note:**

- The CCT does not accept responsibility for any losses and or damages suffered by the Service Provider as a consequence of card scam and/or card fraud by its employees or customers.
- Direct charges to the CCT's customers by the Service Provider shall not be permitted.

**5. LATE/NON DEPOSITS**

- a) In the event that the Service Provider is unable to deposit the CCT's revenue as per the tender specifications refer to paragraph 3 J above, the Service Provider shall within twenty four (24) hours upon becoming aware of this fact, notify the CCT in writing thereof.
- b) Notwithstanding the above, if the Service Provider for whatsoever reason breaches the provision of Clause a) above, the Service Provider will be liable for interest on the amount of all revenue not deposited in accordance with the aforementioned clauses. Such interest shall run from the date of breach to the date the revenue is transferred/ deposited into the CCT's Nominated Bank Account. Furthermore, interest shall be calculated at 1% higher than the rate of interest payable by the CCT to its bankers in respect of an overdraft.
- c) The interest stipulated in Clause b) above shall be debited to the Service Provider's debtor account with the CCT. Where the Service Provider is not a debtor of the CCT, the Service Provider will be registered as a debtor to the CCT for this purpose.