

WCGHSC 0371/2023: PROVISION OF DEBT COLLECTION SERVICE IN RESPECT OF OUTSTANDING DEBT TO THE DEPARTMENT OF HEALTH, WESTERN CAPE GOVERNMENT FOR A THREE (3) YEAR PERIOD.

Clarification questions posed by bidders:

Question	Response from the Department of Health and Wellness
<i>As per the advertised debt collection tender, please kindly advise if the requirement noted on page 14:</i> <i>750 collectors required on the book is in fact mandatory?</i> <i>What systems does our system need to integrate with?</i>	- The Western Cape Department of Health and Wellness (WCDOHW) has huge volumes of debt handed over for collection. To be effective, efficient and successful in the collection of these debt, it is mandatory of the successful bidder to have at least 750 collectors on his establishment. - The successful bidder's system must be capable of integrating with the Department's current billing system that is the Accounts Receivable System, commonly referred to as HIS (Hospital Information System). This system is currently administered and managed by an approved contractor to the Western Cape Department of Health and Wellness (WCDOHW).



MR SALIE AHMED-KATHREE (CHAIRPERSON)

DEPUTY DIRECTOR: MANAGEMENT ACCOUNTING
DATE: 11 May 2023